

REQUEST FOR PROPOSALS (RFP)
RFP No. CVS-12-089

Issue Date: May 25, 2012
Title: Refugee Resettlement Program
Commodity Code: 95275
Location: Statewide
Contract Period: October 1, 2012 – September 30, 2013 (Renewable)
Sealed Proposal Due Date & Time: **June 29, 4:00 p.m. Eastern Time**
Issuing Agency: Commonwealth of Virginia
Department of Social Services
Office of Newcomer Services
801 East Main Street, 15th Floor
Richmond, VA 23219-2901

SEALED PROPOSALS ARE TO BE MAILED OR HAND DELIVERED TO THE ABOVE ADDRESS.

Proposals for providing the services described herein will be received subject to the conditions cited herein until the proposal due date and time shown above. **PROPOSALS RECEIVED AFTER THAT TIME WILL BE RETURNED WITHOUT CONSIDERATION. DO NOT FAX OR E-MAIL.**

All inquiries for information should be directed to Brent Sutton: Phone: (804) 726-7928
Email: brent.sutton@dss.virginia.gov


In compliance with this Request for Proposals (RFP) and to all the conditions imposed therein and hereby incorporated by reference, the undersigned Applicant agrees to furnish the services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation

Lutheran Social Services/NCA
(Name of Organization)
7401 Leesburg Pike
(Address – Line 1)
Falls Church
(Address – Line 2)
Virginia

ZIP Code: 22043

Facsimile: (703)698-7121

Date: 06/28/2012

Signature: 
Printed Name: Dr. Mamadou Sy

Title: RIS Program Director

Phone: (703) 698-5026 Ext 127

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This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, status as a service-disabled veteran, or any other basis prohibited by state law relating to discrimination in employment. Mandatory Pre-proposal Conference: A mandatory pre-proposal conference will be held on June 13 from 10:30 am to 12:30 pm at the Virginia Department of Social Services, 801 East Main Street, Richmond, VA. See Section IX contained herein.

EXECUTIVE SUMMARY

Lutheran Social Services of the National Capital Area (LSS/NCA) is a non-sectarian, multi-service nonprofit organization founded in 1917 to address the pressing needs of the region. Since 1975, the Refugee & Immigrant Services (RIS) Program has provided comprehensive employment services to tens of thousands of refugees¹ and asylees in the region. LSS/NCA proposes to *mobilize community partners* to provide a holistic and seamless approach to resettlement through cultural orientation, intensive case management, English language training, job search, and legal services. These services are provided in a culturally and linguistically sensitive manner by highly qualified staff, and in adherence to the Comprehensive Resettlement Plan of each individual's case. This approach leads to refugees being empowered and equipped with the skills necessary to effectively compete in the current job market, and to become self-sufficient and active members of their new communities.

Northern Virginia is home to the state's highest concentration of refugees and foreign-born residents, with 68 percent of the state's foreign-born population residing there.² Between 2008 and 2011, Virginia has welcomed 6,191 refugees³; a huge number of those refugees were resettled in Northern Virginia and the majority came from the Middle East and Asia. Furthermore, approximately 55 percent of Virginia's refugees relocate to Northern Virginia⁴; this trend is expected to continue. Refugees are drawn to Northern Virginia by already existing ethnic communities, the resources and welcome these communities offer.

Through the Road to Self-Sufficiency (RTSS) employment program, LSS/NCA proposes to meet the various needs of Northern Virginia's refugees.

¹ For the purposes of this proposal, Special Immigrant Visa (SIV) holders and Victim of Trafficking (VOT) will be subsumed under the category of refugee.

² A study by the Virginia General Assembly summarized in The Washington Post in December, 2003.

³ <http://www.acf.hhs.gov>

⁴ Refugee Council USA (RCUSA)

SUMMARY OF PAST ACCOMPLISHMENTS

In FY10, LSS/NCA assisted 160 clients in obtaining self-sufficiency through the Refugee Social Services (RSS) and the Targeted Assistance Program (TAP). For the same period, LSS/NCA placed 77 RSS clients in full time jobs, which represents 96 percent of the performance measures required by the grant. The goal for the number of clients served by the RSS program was 140, and 124 clients were enrolled. LSS/NCA assisted 38 TAP clients in acquiring full-time jobs and exceeded the performance measures by over 100 percent. The average hourly wage earned by TAP clients in FY10 was \$10.19, which also exceeded the goal (see attachment 1.a).

In the first eight months of FY12 the program has assisted 149 clients. In RSS, 55 full-time placements offered health benefits, which achieved 91 percent of the performance goal. The average hourly wage was \$10.09, exceeding the goal. The goal for the number of clients served by TAP is 47. In the first eight months of FY12, 35 clients have been enrolled in the TAP program. The grant requires that 32 clients in full-time jobs remain employed 90 days after enrollment. So far, TAP has 41 cases of such employment retention (see attachment 1.b).

From October 1, 2010 to May 31, 2012, LSS/NCA served 263 refugees, asylees, victims of human trafficking, and Special Immigrant Visa (SIV) holders in Northern Virginia. The majority of the refugees came from Iran, Iraq, Ethiopia, Eritrea, and Afghanistan. Asylee clients came from Egypt, Syria, Nepal, Pakistan, Sudan, Congo, Russia, and very few from West Africa.

Beginning in October 2011, the agency began hosting open house tours called Compassion in Action. The Compassion in Action tours have been very successful and currently run on a bi-weekly basis. The LSS/NCA mission relies heavily on support from the community and the tours provide insight into LSS/NCA programs and an interactive view of how they impact lives. The

staff plays a critical role in this outreach effort by inviting colleagues and friends to attend, and also by providing the stories that highlight our work.

On June 13, 2011, LSS/NCA's office held its first annual Northern Virginia Employer Luncheon. Eleven employers were in attendance, joined by LSS/NCA staff. The event took place at Al-Maze, a Lebanese restaurant that currently employs three LSS/NCA clients. These clients helped prepare and serve the meal that the employers and LSS/NCA staff shared. The second annual Employer Luncheon was on May 22, 2012. Jennifer Pocai, a representative from Northern Virginia Community (NOVA) College, spoke about the Adult Career Pathways Program which helps unemployed and underemployed workers, low-wage workers, and work-eligible immigrants and refugees with strong English skills to advance their career pathways. To date, over 30 LSS/NCA clients have been referred to this program. The Virginia employment services team relies on such partnerships and looks forward to future Employer Luncheons

THE PROPOSED PROGRAM – The Road to Self Sufficiency (RTSS)

Scope: Over the past several decades, LSS/NCA has been committed to creating community relationships and linking organizations such as local departments of family services, non-profit agencies, and ethnic community-based organizations with resettlement services. In FY13 LSS/NCA will continue its comprehensive case management services, education, and employment services, enabling participants to advance their careers and become proficient in English. LSS/NCA proposes to meet those needs through the Road to Self Sufficiency (RTSS).

LSS/NCA follows a client-centric model of service delivery that involves community participation. Rather than being solely served by one staff member, the LSS/NCA model places the refugee in the center of a circle of staff members, so that clients are surrounded by people who provide comprehensive and integrated services that help meet their needs. The staff

collaborates with local community partners to empower refugees to build stable lives in their new home and achieve self-sufficiency. Included in those services are case management and English as a Second Language (ESL) services. All services are driven by the needs identified in each individual's Comprehensive Resettlement Plan (CRP). The model also increases the quality of service delivery and the likelihood of securing early employment.

Individualized Case Management and the CRP: Each refugee resettled by LSS/NCA receives tailored case management through a Case Advocate (CA). In addition to contractual core services, the CA assesses individual clients' needs and works with all segments of the resettlement model to ensure they are addressed. Barriers and assets, as well as strengths and weaknesses, are identified to help model the CRP. Together, the client and CA set and monitor goals, identify resources, and empower the refugee on the path to self-sufficiency. RTSS provides case management concurrently with other services, including employment services.

CAs are the coordinators of the model and the monitors of the CRP. It is their responsibility to ascertain that all the refugee's needs are being addressed in a timely manner. They may not be responsible for each item, but are responsible for the overall success of the refugee's resettlement experience. The CRP, a copy of which can be found in the proposal attachments, is completed within five days of the date of the client's arrival by their designated CA.

During a client's initial appointment with their CA, a CRP assessment will be conducted by the CA. The assessment will be conducted in the client's language of choice, utilizing interpreters when necessary. The CRP is a work plan that will be included in every client file and updated as the client's situation changes, such as if they gain or lose a job. Working together, the client and CA will create a CRP that details the client's previous work experience – both formal and informal – as well as relevant life experiences, interests and aptitudes, employment goals,

training and educational needs, strengths and coping strategies, informal support networks, and barriers to employment. The CA will go over the client's expectations, and orient the client about office procedures, the processes of obtaining employment, and the grievance process. The CA will also introduce the concepts of a budget, goal-setting, financial planning, record keeping, and controlled spending. The CA will help the client complete a budget for both current and anticipated expenses. The CA will also explain the following documents: Client Rights and Responsibilities, Consent of Release of Information, and Acknowledgement of the Service Plan, which are all available in over eleven languages.

After the completion of the CRP, an Employment Advocate (EA) will continue to review and update the goals worksheet, and through comprehensive management services make necessary adjustments over time. Subsequent services may include but are not limited to: assistance with the Department of Motor Vehicles; access to affordable housing options; contacting programs for at-risk youth and families; connections with health providers; information on parenting workshops; identification of appropriate child care choices; and information regarding financial management or financial literacy programs.

To guarantee that those services are provided in a uniform manner, RTSS will continue to foster relationships with numerous local community partners. For example, one of the service providers a client may be referred to is Northern Virginia Family Service (NVFS). NVFS offers support for programs addressing vital community needs in five focus areas: health, housing, children and youth, workforce development, and emergency assistance. In the past LSS/NCA has referred clients to those services, and additionally sent staff to trainings on the above topics.

LSS/NCA currently partners with the Office of Migration and Refugee Services, and the Breaking the Barriers Employment Program. LSS/NCA has quarterly meetings with its partners

to seek improvements in services and share problem-solving techniques and other relevant information. LSS/NCA also works with Fairfax County Adult Education Centers, Training Future, the Somali Family Care Network, Boat People SOS, Ethiopian Community Development Council, Delta Driving School, the Virginia Refugee Student Achievement Project, CrisisLink 2-1-1, NOVA College, MedTech College, and others.

CORE EMPLOYMENT SERVICES

Employment Orientation: Orientation is a core component of the LSS/NCA employment services program. All RTSS participants will attend an initial Cultural Orientation, with subsequent orientations as needed. EAs provide Pre-Employment Training to participants as they enroll. The orientations will familiarize the refugee with the American workplace and cover topics on comparative work experiences, available employment services, finding a job, and succeeding on the job.

Job clubs and Job Workshops: RTSS will provide short term job workshops in individual or small group settings. These will be conducted by outside trainers or LSS/NCA staff on site, or clients will be referred to outside providers. Topics will include American workplace practices and diversity, anger management and conflict resolution, working effectively with others, stress and time management, computer literacy, and financial literacy. The RTSS will provide more in-depth job readiness training for highly-skilled clients seeking professional jobs under the Pathways Program, an initiative that facilitates access and financial assistance for trainings and language courses offered through NOVA College.

Job Development: The economy continues to flounder nation-wide, causing many employers to lay off workers or freeze hiring. In many cases, mass-hiring has stopped; employers just hire one or two positions at a time. Furthermore, the competition for jobs is high. Employers can now

afford the luxury of rejecting those clients with limited skills or no English language skills. LSS/NCA believes it is possible to overcome those hurdles and increase the number of job placements by expanding the pool of employers. The RTSS will address these challenges by recruiting new employers willing to work with the program.

EAs will aggressively solicit job openings from employers through phone calls, meetings, networking events, and distribution of agency brochures. RTSS will connect with a wide range of employers to address the employment needs of participants of all skill levels. While LSS/NCA is already connected to a large network of area employers, currently boasting an expanding database of over 130 employers in Northern Virginia, RTSS has set a goal of recruiting 10 to 15 new employers to work with the program each trimester. This effort will result in 30 to 45 new employers each year. Such a large and diversified reservoir of employers capable of serving low-skilled and highly-qualified clients is essential to assisting clients toward self-sufficiency.

In meetings and conversations with potential employers, RTSS staff will market participant skills and the means by which businesses can benefit from a relationship with the program. In staff presentations to businesses, they will highlight at least three key areas where businesses benefit: immediate satisfaction, cultural diversity, and increased productivity (see attachment 2).

Referral to Job Opportunities: EAs will refer clients to job opportunities and accompany the client to potential job sites. EAs will also provide job referrals to the client, which will contain complete information about the job, including the type of work, wage, benefits, hours per week, and other requirements.

Job Search: The RTSS staff will conduct on-going job market research. In addition to studying hiring trends, staff will network with employers to determine what skills sets are needed in potential employees. Staff will research labor market conditions, concentrating on projected job

openings and salary trends. Once staff identifies the skill gap amongst our clients and the current job market, staff will work with partners at local community colleges or other organizations to design an appropriate course to eliminate the skill gap. Through collaboration, training will be created with a set schedule, content, and screening procedure for interested clients. The EAs will refer clients to available trainings, and, after completion, will work intensively with them to secure employment for them in that field.

Job Placement and Retention: To encourage job retention, the RTSS staff will place clients in jobs that are no more than one hour from the client's house, and are accessible by public transportation if necessary. During the 90-day follow-up period, staff will provide career counseling and resources for clients so they can retain their job and continue to plan for career upgrades. Clients whose ESL class schedules are disrupted by their job schedule will be given referrals to alternative ESL programs that fit their new schedule, based on class availability. Staff will seek out varied placement opportunities that offer living wages and potential for advancement, as these types of placements encourage job retention.

Before and after job placement, staff will utilize the client's self-sufficiency plan to identify and address any barriers to job retention. Such barriers and solutions may include:

- a) Family responsibilities: RTSS staff will work with the client and their family to establish family roles and encourage dual income households where both spouses work.
- b) Inaccessible or unreliable transportation: EAs will place clients in jobs that are within walking distance from their homes or are accessible by public transportation.
- c) Insufficient benefits or income: RTSS staff will educate clients about which public benefits are available to them. When needed, staff will refer and assist in enrollment of public benefits. EAs will strive to place clients in jobs that offer living wage.

- d) Social isolation on the job: During job readiness training, RTSS staff will educate clients about managing the American workplace and job-induced stress.
- e) Lack of dependable childcare: RTSS staff will refer clients to apply for childcare vouchers and brainstorm creative solutions to childcare needs.
- f) Lack of affordable or dependable housing: RTSS staff will educate clients about services that can assist with housing and utility costs. Staff will also work with clients to create a budget to help the client manage their money and prioritize paying for rent.

Job Follow-Up and Reporting: Upon placement, RTSS staff will initiate the Interval Report (see attachment 3) to assist with monitoring job retention. This report will track client's progress regularly, and each follow-up on the Interval Report will have a corresponding entry in the case notes. The staff member will follow-up with the employer as well as with the client to ensure that both parties are satisfied. Staff will address any issues discovered during these follow-up sessions in a timely manner and to the satisfaction of both parties. Common problems will be added to the Pre-Employment Training curriculum to prevent reoccurrences. Regular follow-up also builds relationships with employers that will allow for additional client placements.

Eligibility and Priority Order: Prior to enrolling in RTSS, participants' eligibility is reviewed by the Employment Manager. In order to be eligible, clients must fall in one of the following categories: Refugee, Asylee, an Amerasian, Cuban, or Haitian who has been admitted or paroled into the United States under P.L. 96-422 or obtained that immigration status after arrival, Trafficking Victim, or SIV holder who was granted status under Section 8120 of P.L. No. 111-118, Department of Defense Appropriations Act 2010. The client must have been in the U.S. for less than five years. The Employment Manager will ensure that all clients served possess documentation and that verification of the documentation is kept on file.

Although any employable refugee who has lived in the U.S. for less than 60 months is eligible for TAP and RSS employment services, RTSS will adhere to the priority order for service delivery outlined below:

- All newly arrived refugees during their first year in the U.S. who apply for services
- Refugees who are receiving cash assistance— Transitional Assistance to Needy Families (TANF) or Refugee Cash Assistance (RCA)
- Unemployed refugees who are not receiving cash assistance
- Employed refugees in need of services to retain employment or to attain economic independence.

In addition, RTSS staff will only enroll clients into TAP if they reside in the counties of Arlington, and Fairfax, or in the cities of Alexandria, Falls Church and Fairfax. RTSS will provide women the same opportunities as men.

TANF and the RTSS: Effective July 1, 2011, LSS/NCA operates in accordance with a service form developed by Virginia's Office of Newcomer Services (ONS). There were revisions to the program manuals used by LSS/NCA and local departments of social services. The RTSS Work Registration Form (see attachment 4) serves as the application for RTSS assistance; referrals for the program come from in-house and external programs. RTSS registration is completed when:

1. A refugee who has arrived through LSS/NCA's Reception and Placement (R&P) program, is assigned by the CA to RTSS
2. A Matching Grant (MG) participant has been unsuccessful in finding employment or has lost their job at 180 days is referred by the MG Program provider to RTSS
3. An eligible individual who has not been served by either the R&P or the MG Program requests employment assistance from RTSS

4. A refugee applies for RCA or TANF at a local department of social services (DSS), and a RTSS Registration Form is not attached to the Benefit Programs Application (When the RTSS Registration Form is completed at the local department of social services, the form is sent to the RTSS provider by the local DSS intake worker.)

Ethnically Diverse Staff: The Road to Self-Sufficiency will be staffed by 8 diverse service professionals, each devoting a specified percentage of their time to this program (see budget). The Program Director, Dr. Mamadou Sy, will be responsible for the overall performance of the program. Dr. Sy, a former refugee and Employment Services Director, has an extensive knowledge of refugee issues and Low English Proficiency populations as he has been working with refugees since 1993. He is well-connected in local refugee communities and headed the French Translations Review Committee for the Mayor's Office of International Affairs and Immigrants in Baltimore, an initiative designed to increase access to city services by the Limited English Proficient population. Dr. Sy is also a Commissioner with the Maryland Governor's Commission on African Affairs. He holds a Ph.D. in Egyptology.

The Employment Manager, Nizama Tikvinia, holds a BA in Slavic Languages and an AA in Social Work. She will lead the employment services team, determining which employment services program participants should be enrolled in and maintaining the employment services database. Ms. Tikvina is the current senior staff person at LSS/NCA's Virginia office, on board since 1999. Ms. Tikvina has been instrumental in the Northern Virginia Employer Luncheon.

Aerlande Wontamo, the Resettlement Manager since 2010, has worked with many diverse populations of refugees and asylees in the area. She has worked extensively on refugee health issues in various venues. Prior to her current position she worked as a CA, providing intensive case management and assisting refugees in navigating the social and health systems in the DC

metro area. She has also worked closely with community health advocates who address attitude and behavior changes. Ms. Wontamo received aBA in Economic Development from Eastern Mennonite University and has an MPH from Saint Louis University. She sits on the Virginia Comprehensive Resettlement Committee. In her current position she has helped implement weekly staff meetings during which each client is discussed.

Lily Hamburger, the Volunteer Coordinator and Community Resources Developer, holds a BA in Environmental Studies from Middlebury College. Ms. Hamburger has worked with multicultural communities for many years as a community organizer, educator, and human rights advocate. She is key in building and strengthening relationships with community-based organizations, individuals and congregations to promote welcoming communities that are adequately equipped to support refugees to truly integrate into their new homes. Ms. Hamburger plays a major role in LSS/NCA's Compassion in Action Tours, an initiative implemented to seek support and seed advocacy in the communities where refugees are resettled.

The EAs, Farah Fanaeian, Ilham Darwash, and Manfred Carew will work closely to provide comprehensive employment services in a culturally and linguistically sensitive manner to all RSS and TAP program participants. All three are experienced EAs and have developed bridges of trust with clients and area employers. Since she joined LSS/NCA in 2008, Ms. Fanaeian has built strong relationships with clients, employers and the community at-large. Ms. Fanaeian's Farsi skills are a unique asset to the RTSS. She holds an AA in Child Psychology.

Ms. Darwash came to the United States in 2010. As an Iraqi and a refugee herself, she brings exceptional insight and understanding of the Iraqi culture and of the challenges they face in the community. She has experience working as an Administrative Assistant with USAID in Baghdad and is bilingual in Arabic and English. She holds a BA in Education.

Mr. Carew has been working with LSS/NCA since 1999. He was a CA before moving to the employment side of the program in 2005. Mr. Carew has extensive knowledge of refugee issues and has built solid bridges with employers and clients over the years. He is a veteran of the employment team and currently oversees the delivery of the Cultural Orientation and Pre-Employment Trainings provided to program participants. Mr. Carew holds a MA in Human Relations and Executive Leadership.

Eros Tuladhar is the Grants Administrator for LSS/NCA. Mr. Tuladhar maintains and manages client database for disbursements, executes vouchers via “Microsoft Dynamics,” and executes the accounts payable function within the Finance Office. He also prepares reports and financial documents required to support all LSS/NCA grants. He holds a MS in Finance.

EMPLOYMENT SUPPORT SERVICES

Vocational or Career Training: If a CRP reveals a need, the client will be referred for vocational training. In Northern Virginia, LSS/NCA partners with Training Futures, a 22-week computer and clerical skills training program valued at \$4,000. Upon graduation the clients will be qualified for office jobs averaging \$12.00/hr. Training Futures is provided by NVFS. Training Futures offers LSS/NCA clients discounted tuition at \$350.

If the client needs to obtain a driver’s license, RTSS staff will refer the client to Delta Driving School. It is anticipated that the services offered through this partnership will enable clients to overcome transportation barriers and more quickly achieve self-sufficiency. Delta Driving School will offer ten hours of road training and one hour of assistance with the Department of Motor Vehicles in obtaining driver’s licenses, with a cost of \$400 for the client. RTSS staff may refer clients to NOVA College for the Adult Career Pathways Program for Certificate courses in engineering, accounting, mechanics and more.

LSS/NCA and MedTech College have collaborated since February of 2010 to provide English language training and other courses such as medical transcription, accounting, and nursing – from the Certified Nursing Assistant level up to the License Practical Nurse level. Although the college provides students with financial aid, most clients cannot access it because they are under the qualifying one-year state residency restriction. MedTech allows LSS/NCA clients to pay in monthly installments of \$100 until the tuition cost is completely offset.

On-the-Job Training (OJT): OJT is planned, organized, and conducted at the worksite. OJT will be used for broadening employee skills and increasing productivity. RTSS will continue to place clients at sites where OJT results in permanent full-time employment, such as Sun Set Pools, Inc.

Assistance in Obtaining Employment Authorization Documents: When an Employment Authorization Document (EAD) is needed for employment and the RSS or TAP client does not have one, RTSS staff will assist in obtaining document.

Recertification: If the client's CRP reveals a need for credential evaluation, aptitude assessment or skills testing, the participant will be referred to one or more of the following providers: World Education Services, United States Medical Licensing Examination, or National Council of Examiners for Engineering and Surveying. LSS/NCA has referred clients to those sites in the past and has gotten positive feedback from clients. Testing may cost clients \$100-\$300.

Transportation: While transportation is critical to employment, LSS/NCA realizes from experience that few newly arrived refugees understand how to access public transportation. Even fewer have access to reliable personal transportation. As a result, all clients resettled by LSS/NCA receive a Transportation Orientation as part of the Cultural Orientation. Mentors may subsequently provide additional help; the Community Resource Developer will identify a minimum of five mentors in a three month period for this purpose. For clients in need, a

transportation subsidy will be provided in the form of a SmarTrip card. The subsidy will be provided for the first ten days after employment is secured or until the first paycheck is received.

Childcare: Lack of reliable childcare can be an obstacle to obtaining and retaining employment. LSS/NCA will address the issue of childcare by providing some financial assistance from private funds, as well as by providing clients with information, and referrals to childcare providers.

RTSS will advocate for childcare as an employee benefit for our clients.

Translation and Interpretation Services: The RTSS staff is representative of the populations it serves. The staff has the capacity to offer services in Nepali, Bosnian, Croatian, Serbian, German, Arabic, Hassaniya, Wolof, Fulani, French, Farsi, Kurdish, Turkish, Amharic, Spanish, Krio, and Mendi. RTSS will also use volunteer interpreters, and may access a local fee-for-service language bank as needed.

English Language Training (ELT)/ ESL: ELT services will be provided concurrently with employment services. Training will offer refugees the knowledge and literacy of English necessary to obtain and maintain an entry-level job, and compete for advancement. At least 50% of all participants enrolled in the state or nationally recognized or accredited ELT/ESL training will complete at least one level of the accredited curriculum. The RTSS staff will:

- Provide and assist clients in enrolling in an ELT class, as needed according to competency level and previous ELT identified in the CRP.
- Ensure that ELT service providers use standardized tests such as those used by the Center for Applied Linguistic (CAL), the Virginia Department of Education's Office of Adult Education and Literacy, and the Comprehensive Adult Student Assessment System (CASAS), or comparable organizations.
- Ensure that ELT classes are taught by trained certified ELT instructors.

- Assist with scheduling classes so as not to inhibit employment search and employment. Classes will be geared toward early employment and self-sufficiency to the extent possible.
- Document attendance and progress of the client when ELT is indicated as an essential part of the CRP for employment.

LSS/NCA already partners with local ELT agencies such as Fairfax County Public Schools Adult Education and the Literacy Council of Northern Virginia. Future strategies to improve upon existing referral services will include researching new ELT providers including churches, developing and maintaining relationships with existing ELT providers to ensure a system of mutual referrals, and obtaining testing information and clients' progress reports to monitor performance. The Employment Manager will update an in-house ELT manual each semester.

Volunteer Support: Volunteers enhance the services offered by RTSS staff. The Volunteer Coordinator recruits and manages volunteers, while the EAs refer clients to available volunteer services depending on individual needs. Volunteers not only expand the range and depth of services RTSS provides, but also broaden the agency's network and help clients integrate more fully. Volunteers fall into five main categories - mentors, industry specialists, mock interviewers, office volunteers, and drivers (see attachment 5.a for full descriptions).

Health and Mental Health Services: Over the past several years, LSS/NCA has served an increasing number of refugees with medical needs of varying degrees. Northern Virginia has many health resources – such as access to medical transportation through Medicaid, ethnically diverse primary care physicians (PCPs), specialty doctors, etc., however, these resources are always changing. Thus, LSS/NCA will foster existing provider relationships as well as proactively reaching out to new providers and developing partnerships.

This year, LSS/NCA recruited and worked closely with a Health Volunteer who was tasked to create a health resource guide and a comprehensive provider database for refugees in Northern Virginia. The R&P team identified focus areas for the resource guide and database: language-specific PCPs, pediatricians, gynecologists; accept Medicaid; Managed Care Organization and recommendation levels (highly recommended, recommended and use with caution). The Health Volunteer communicated with many providers, and oriented them to refugee needs and LSS/NCA's resettlement activities.

Many refugees come to Northern Virginia with very limited English, and often want to see doctors and specialists that speak their language. LSS/NCA's database has a list of common refugee languages (Arabic, Farsi, Kurdish, Tigrinya, and Amharic), however, not all counties where clients are resettled have health providers in their language. Because the RTSS program strives to connect the clients to health providers as soon as possible after arrival, LSS/NCA is currently in the process of hiring a Medical Liaison to support and strengthen the current program. This position will allow for more tailored outreach and focused expansion of partnerships.

Mental health continues to be an issue of utmost concern for many resettlement programs. In Falls Church, VA LSS/NCA has a strong relationship with an Iranian psychologist that Farsi- or English-speaking clients can access. Yet, continued outreach is needed.

PROGRAM EVALUATION

Outcomes and Performance Measures: Annually, RTSS will work with a minimum of 190 clients (combined RSS and TAP). For RSS, performance results and measures will include 140 unduplicated persons served, 125 job placements, 80 full time employment placements, fifteen cash assistance terminations due to earnings, \$10.00 average hourly wage at placement into full-

time, 90 placements in which the refugee is employed at any job on the 90th day after enrollment, and 60 employment placements offering health benefits.

For TAP, performance results and measures will include 50 unduplicated number of persons served, 48 employment placements, 36 full time employment placements, eight cash assistance terminations due to earnings, \$10.00 average hourly wage at placement into full-time, 35 placements in which the refugee is employed at any job on the 90th day after enrollment, and 36 employment placements offering health benefits.

To document job retention, and so they can be reached at any time, EAs will make sure that all employers and clients have their office and cell phone numbers. The EAs will follow up with employers within three days of a placement. The EAs will continue to monitor the placement at the following intervals: one week, two weeks, one month, two months, and when the placement reaches the 90th day. These follow-ups will be recorded on the Interval Report Form (see attachment 3), and entries will be made on the case notes to reflect these contacts.

Monitoring: Monitoring and evaluation will include quantitative and qualitative performance measures and indicators and will be conducted internally by the Program Director, Employment Manager, Resettlement Manager, and other staff. To ensure internal compliance with program objectives, service delivery will be monitored through case file reviews, VNIS reports, Quality Performance Reports (QPRs), Peer Reviews, staff meetings, and client feedback. Monitoring and evaluation will be conducted as follows:

1. **Weekly Case Review:** The Program Director, Employment Manager and Resettlement Manager will meet weekly with all staff. These meetings are a platform to discuss R&P and employment related issues, respond to staff inquiries, reiterate programs requirements, and

provide staff an opportunity to bring up difficult cases and seek assistance. Staff will participate in in-service trainings and team building, and share best practices.

2. Tuesday Biweekly Case Notes Review: Every other Tuesday, the Resettlement Manager will review case notes of recent arrivals. Both the Resettlement Manager and the assigned CA will log onto the Immigration and Refugee Information System (IRIS) and verify whether core services were provided and corresponding case notes were entered in a timely fashion. The Resettlement Manager will keep a spreadsheet of all cases reviewed and will update the Program Director after each review.

3. Monthly Managers File Reviews: Each month the Employment and Resettlement Managers will randomly review participant files, with the goal of having 20 percent of the program case files reviewed by the end of the fiscal year. Managers will be using the File Review/Quality Check form (see attachment 6).

4. Monthly Director File Review: Every month, the Program Director will select one or two cases at random for review of documentation and case notes. All findings will be communicated in writing to the Employment and Resettlement Managers for follow up and/or corrective measures. The Employment and Resettlement Managers will follow up with the CAs and EAs to ensure that all issues are addressed in a timely manner. The Program Director will keep a spreadsheet of all cases reviewed and will update the Executive Director at their regular biweekly meeting.

5. Monthly Employment Manager Placement Verification: The Employment Manager will pick five employed clients' files and verify with the employer to ensure all documented information regarding the job placement is accurate. Any discrepancy noted will immediately be brought to Program Director's attention, the case will be investigated, and new measures

may be put in place to prevent this from reoccurring. Additionally, all accurate information will be updated.

6. Quarterly Peer Home Visit: Each quarter, the Program Director will pick one case from each CA at random and assign them to CAs from other LSS/NCA sites to be peer-reviewed. The reviewer will visit the assigned cases and look for all R&P and MG compliances (the reviewer will have a copy of the Supply List, Core Services Checklist, Home Safety Checklist and Orientation Checklist). The reviewer will conduct a home visit and interview the client to test the impact of their orientation. The reviewer will ask if clients know their address, the name of their CA, the name of the agency, how to use public transportation, etc. This serves not only as a quality assurance strategy but as a staff development tool, too.

7. Quarterly Manager Home Visits: The Employment Manager will select randomly one case from each CA for home visits and report to the Program Director.

8. Semi-Annual Quality Assurance Review: The Director of Administration will pick cases at random for file review and home visit. They will report findings to the Program Director and the Executive Director. The Program Director will share any findings with the Resettlement Manager for follow up.

9. VNIS and Service Data: VNIS, the employment database that collects refugee demographics, public benefits, employment activities, support services and trainings, will be updated regularly. The Employment Manager will use the data to prepare monthly progress reports, trimester reports, and Excellence in Services reports. EAs will input the employment activities, support services, and trainings into VNIS daily. The Employment Manager and Program Director will review VNIS data for accuracy and to track individual and collective participant progress.

10. The Annual Client Satisfaction Survey: The Client Satisfaction Survey was implemented first in 2010. This survey is perhaps the most important indicator of program success. Feedback will be solicited through interviews, surveys, and focus groups. The feedback will then be used for quality improvement and strategic planning. The Program Director and the Managers will also administer surveys and questionnaires to staff, employers, and volunteers to evaluate program effectiveness, barriers, and outcomes.

Evaluation: Data collected using the monitoring methods mentioned above will be used to assess service delivery effectiveness and provide lessons learned and recommendations. The Program Director and Managers will review the findings and recommendations, share them with the staff, and implement each one of them. All the aforementioned layers of evaluation will inform the assessment of staff performance, ensure that the program implements the ONS Model of Resettlement, monitor activities and progress toward proposed outcomes, and highlight current problems so that they may be addressed and eradicated.

Virginia Refugee Social Services Employment Program (RSSEP)

WORK REGISTRATION FORM

(VDSS Northern Virginia Region)

Attachment 4

Your signature on this form means you want to receive the services offered through this Refugee Social Services Employment Program. Your signature also means that you understand that your cooperation and participation is a critical part of your obtaining employment. Participation means that you keep all scheduled appointments, you go on job interviews, you accept a job offer, you tell the RSSEP staff if you move or if you find a job. If you do not participate as requested, the RSSEP staff may close your RSSEP case. If your RSSEP case is closed, you will not be eligible to continue to receive RSSEP services, which may include English language training. If you are receiving Refugee Cash Assistance, those payments will stop.

Client Signature			Date Signed
Client first name	middle name	last name	
Street Address	City	Zip code	
Phone Number			

Complete this section if the form is signed at RSSEP agency.

RSSEP Case Worker Name	Phone Number
RSSEP Provider Agency Name	

IF THIS FORM IS SIGNED AT THE TIME OF RCA APPLICATION AT THE LOCAL DEPARTMENT OF SOCIAL SERVICES, THE ELIGIBILITY WORKER IS TO:

1. ASK THE RCA APPLICANT IF HE OR SHE HAS A PREFERENCE AND CHECK THAT BOX. IF THE APPLICANT HAS NO PREFERENCE, CHECK RSSEP PROVIDER THAT IS CLOSEST TO THE APPLICANT'S HOME ADDRESS.
2. MAKE TWO COPIES OF THE SIGNED FORM. GIVE THE ORIGINAL TO THE RCA APPLICANT AND TELL THE APPLICANT THAT HE OR SHE MUST CONTACT THE RSSEP AGENCY THAT IS CHECKED; SEND A COPY OF THIS FORM TO THE RSSEP PROVIDER; PUT A COPY IN THE RCA CASE FILE.
3. COMPLETE THIS SECTION OF THE FORM.

Eligibility Worker Name	Phone Number
Name of local DSS	

<input type="checkbox"/> Northern Virginia Alexandria Arlington Fairfax Falls Church Loudoun Manassas City Manassas Park Rappahannock Shenandoah	<input type="checkbox"/> Migration and Refugee Services Catholic Charities of the Diocese of Arlington Arlington Office 80 North Glebe Road Arlington, VA 22203 Phone: (703) 841-3876	<input type="checkbox"/> Lutheran Social Services of the National Capital Area Refugee Employment and Training Program Falls Church Office 7401 Leesburg Pike Falls Church, VA 22043 Phone: (703) 698-5026
<input type="checkbox"/> Culpeper Fredericksburg Orange Prince William Spotsylvania Stafford	<input type="checkbox"/> Migration and Refugee Services Catholic Charities of the Diocese of Arlington Fredericksburg Office 24 Butler Road Fredericksburg, VA 22405 Phone: (540) 899-6507	

If a local DSS in the NoVa Region is not listed above, the applicant is exempt from the RSSEP work registration requirement.

Northern Virginia: Form Number 032-27-0032-00-eng (8/11)

Lutheran Social Services of the National Capital Area
Road to Self Sufficiency
Volunteer Opportunities

Mentors: Mentors work with refugee clients to become more self-sufficient in their new home in the United States for at least 6 months. They practice English, assist with job search and interview skills, and help clients become members of the larger community. The mentors are matched based on specific client needs. The individual attention and the unique resources that mentors bring are advantageous to clients. Hopefully friendships develop, too, while clients gain the skills and confidence needed for successful employment.

Industry Specialists: Industry specialists are experts in specific fields of work in which our clients seek employment. They advise EAs on where to look for jobs in their field, provide networking tips, alert EAs of job openings, and revise cover letters and resumes for specific industries. Industry specialists can also help with taxes and may provide one-on-one consultations. This program is run in tandem with our Maryland TAP office, where the program originated.

Mock Interviewers: Mock Interviews is a program replicated based on its success in our Maryland TAP office. The bi-monthly event is a dynamic session in which each participant goes through a true-to-life practice interview with a volunteer interviewer, preferably from the client's field of expertise. Interviewing with a stranger creates a realistic experience, and clients receive in depth and critical feedback on how to improve their interview skills. Interviewers evaluate clients after the sessions so that clients gain can actively improve their skills based on concrete evidence.

Office Volunteers: The RSS team may designate smaller tasks and projects to office volunteers so that EAs are free to assist clients. These tasks may include making calls to clients, drafting communications, filing, data entry, database development, etc.

Drivers: Volunteer drivers help clients reach our office in their first few weeks after arrival for critical meetings such as Cultural Orientation and Pre-Employment Training. They may also help clients reach interviews, first ESL classes or other employment-related meetings that are difficult to access by public transit. Once clients are hired they always take full responsibility for their daily transportation.



R&P CASE FILE CHECKLIST

<input checked="" type="checkbox"/>	CWS	EMM	LIRS

PA Name:	Case #:	Case Size:	US Tie <input type="checkbox"/> No US Tie <input type="checkbox"/>	DOA:
PRE - ARRIVAL		<input checked="" type="checkbox"/>		
AOR Filed		Evidence of US Tie Training/Orientation		
Bio-data		US Tie Assessment Tool		
Assurance		Evidence of Co-Sponsor Orientation & Training		
Pre-Arrival Case Notes		Evaluation of Co-Sponsor		
Arrival Notification		Co-Sponsorship Commitment Form		
Home Evaluation & Safety Checklist (pre-arrival)		Evidence of preparation for special needs cases		
CORE SERVICE DELIVERY		<input checked="" type="checkbox"/>		
Post-Arrival Case Notes		Resettlement Plan		
Core Service Checklist		Public Assistance and Eligible Services Enrollment		
1 st Home Visit Documentation		English Language Program Enrollment Assistance		
2 nd Home Visit Documentation		Employment Services Enrollment Assistance		
Home Evaluation & Safety Checklist (post-arrival)		School Registration (if applicable)		
Home Supply List		Social Security Card(s)		
Intake Interview		Copy of Selective Service Registration (if applicable)		
Housing and Safety Orientation		Copy of I-94 (front and back)		
Authorization to Release Information		Copy of Passport/Visa (recommended)		
Client Rights and Responsibilities Form (recommended)		Copy of EAD card (recommended)		
Acknowledgement of Grievance Policy (recommended)		Copy of AR-11 Change of Address Form (if applicable)		
Evidence of Community & Other Orientation		R&P Period Report		
HEALTH ASSESSMENT		<input checked="" type="checkbox"/>		
CLASS A Health Evaluation (if applicable)		Documentation of assistance in obtaining other health care services, as needed, during the R&P period		
Health Screening Referral/Appt.		Mental Health Screening With Professional (Waiver Cases)		
FINANCIAL ASSISTANCE		<input checked="" type="checkbox"/>		
Documentation of Cash and In-kind Support (including Pocket Money)		Documentation of flex spending (if applicable)		
MINOR CASES (Clearly marked)		<input checked="" type="checkbox"/>		
Pre-Arrival Suitability Determination		1 st Minor Home Visit Documentation		
Evidence of counseling on travel loan repayment and US practices & legal requirements regarding child care		2 nd Minor Home Visit Documentation		
Statement of Responsibility		90 Day Follow-Up Evaluation Report		
Post-Arrival Placement Assessment		Copy of Best Interest Determination (if available)		
CASE FILE REVIEW				
30 days	Reviewer Name:	Signature:	Date:	
90 days	Reviewer Name:	Signature:	Date:	
120 days (minors)	Reviewer Name:	Signature:	Date:	

BUDGET SUMMARY - DSS FUNDS TAP

SUB-GRANT PERIOD: FROM 10/01/12 TO 09/30/13 SUB-GRANTEE NAME: Lutheran Social Services of the National Capital Area

BUDGET CATEGORY	JUSTIFICATION (How costs were determined)	TOTAL DSS REQUEST
SALARIES		\$ 43,689.47
EMP. BENEFITS	Calculated at 28.35% of salaries	\$ 11,255.49
POSTAGE	Calculated at \$15.40 per month	\$ 185.00
RENT & UTILITIES	Rent, utilities, phones, and fax	\$ 6,605.49
EQUIPMENT	Equipment and furniture purchase	\$ 1,200.00
PRINTING	Program flyers, brochures, and Employment Guidebook	\$ 300.00
CONSUMABLE SUPPLIES	Office stationary and supplies	\$ 1,370.00
TRAVEL	Mileage reimbursement	\$ 1,900.00
OTHER (Specify)	Insurance	\$ 240.00
OTHER (Specify)	Employer Luncheon/Recognition	\$ 500.00
OTHER (Specify)	Client ESL, vocational and skills training	\$ 2,000.00
OTHER (Specify)	Transportation subsidy	\$ 800.00
OTHER (Specify)	Staff training and incentives	\$ 1,100.00
OTHER (Specify)	Advertising and recruitment	\$ 100.00
OTHER (Specify)	World Refugee Day expense	\$ 500.00
OTHER (Specify)	Federal A-133 Audit	\$ 800.00
OTHER (Specify)	Administrative overhead calculated at 10%	\$ 7,254.55
TOTAL REQUESTED FROM DSS		\$ 79,800.00

* Awarded funds cannot be used to supplant existing funds.

BUDGET DETAIL - SALARIES AND EMPLOYEE BENEFITS

OFFEROR NAME Lutheran Social Services of the National Capital Area

Contract Period FROM 10 / 01 / 12 TO 09 / 30 / 13

Program: **RSS or TAP**

STAFF POSITION	SALARIES	HOURS PER WEEK	% OF TIME ON PROJECT	ANNUAL SALARY	AMOUNT REQUESTED FROM DSS
1. Program Director/ Mamadou Sy		37.5	6%	\$ 75,673.85	\$ 4,540.43
2. Grants Administrator/ Eros Tuadhar		37.5	5%	\$ 57,231.74	\$ 2,861.59
3. Employment Advocate/ Farah Fanaenian		37.5	20%	\$ 33,613.02	\$ 6,722.60
4. Employment Advocate/Manifested Carew		37.5	75%	\$ 36,770.75	\$ 27,578.06
5. Employment Manager/Nizama Tikvina		37.5	5%	\$ 39,735.67	\$ 1,986.78
					\$ -
TOTAL SALARIES REQUESTED FROM DSS				\$ 243,025.04	\$ 43,689.47

EMPLOYEE BENEFITS

NAME OF BENEFIT	STAFF POSITION (# ABOVE)	% OR RATE	ANNUAL COST	AMOUNT REQUESTED FROM DSS
FICA	1-10	7.65%	\$ 18,591.42	\$ 3,342.24
PENSION/RETIREMENT	1-10	4.50%	\$ 10,936.13	\$ 1,966.03
HEALTH INSURANCE	1-10	10.00%	\$ 24,302.50	\$ 4,348.11
WORKER'S COMPENSATION	1-10	0.88%	\$ 2,138.62	\$ 592.11
UNEMPLOYMENT	1-10	2.70%	\$ 6,561.68	\$ 704.00
LTD. LIFE INS. ADD	1-10	0.11%	\$ 683.00	\$ 303.00
TOTAL EMPLOYEE BENEFITS REQUESTED FROM DSS				\$ 11,255.49

BUDGET - OTHER PROPOSED EXPENSES TAP
OFFEROR NAME Lutheran Social Services of the National Capital Area

Contract Period FROM 10 / 01 / 12 TO 09 / 30 / 13

LINE ITEM	JUSTIFICATION (How costs were determined)	PROPOSED DSS FUNDS
POSTAL TOTAL	Monthly Postage of \$15.40	\$ 185.00
Administrative		
Program		
RENT AND UTILITIES TOTAL		\$ 6,605.49
Rent		
Utilities	Historical Cost + 5% Increase	\$ 5,600.00
Telephone	Landlines, cellular phones and internet	\$ 1,005.49
EQUIPMENT TOTAL		\$ 1,200.00
Equipment Purchase	Desktop Computer	\$1,200
Equipment Rental		
PRINTING TOTAL	Program brochures, flyers and Employment Guidebook	\$ 300.00
Administrative		
Program		
CONSUMABLE SUPPLIES TOTAL	Purchase of agency letterhead and office supplies	\$ 1,370.00
Office		
Program		

BUDGET - OTHER PROPOSED EXPENSES TAP, continued

OFFEROR NAME Lutheran Social Services of the National Capital Area

Contract Period FROM 10 / 01 / 12 TO 09 / 30 / 13

LINE ITEM	JUSTIFICATION (How costs were determined)	PROPOSED DSS FUNDS
TRAVEL TOTAL	280 miles per FTE X 47 Cents X 12 months + Parking	\$ 1,900.00
Administrative		
Program		
OTHER TOTAL		\$ 13,194.55
Insurance	Professional Liability	\$ 240.00
Other (specify)	Advertising and recruitment	\$ 100.00
Other (specify)	World Refugee Day	\$ 500.00
Other (specify)	Employer Luncheon/Recognition	\$ 400.00
Other (specify)	Client ESL, vocational and skills training	\$ 2,000.00
Other (specify)	Transportation subsidy calculated at \$40/participant	\$ 800.00
Other (specify)	Staff training and incentives	\$ 1,100.00
Other (specify)	Federal A-133 Audit	\$ 800.00
Other (specify)	Administrative overhead calculated at 10%	\$ 7,254.55

TOTAL AMOUNT REQUESTED FROM DSS:

\$ 24,755.04

Other Source Funds	English Language Training 10% of Budget	\$ 7,980.00
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English Language Training: To assist clients learn English and increase their chances of obtaining and maintaining employment, \$2,000 will be set aside to cover the cost.

Client Transportation Subsidy: A total of \$800 will be used to cover this cost. Client transportation subsidies are calculated at \$40 per client.

Staff training and incentives: A total of \$ 1,100 will be used to keep staff up to date in terms of skills needed to perform the job and to retain qualified staff that will help meet contractual goals.

Indirect Costs: Administration, finance, and related expenses will be calculated at 10% and will cost \$7,254.55.

BUDGET SUMMARY - DSS FUNDS RSS

SUB-GRANT PERIOD: FROM 10/01/12 TO 09/30/13 SUB-GRANTEE NAME: Lutheran Social Services of the National Capital Area

BUDGET CATEGORY	JUSTIFICATION (How costs were determined)	TOTAL DSS REQUEST
SALARIES		\$ 124,652.98
EMP. BENEFITS	Calculated at 22.80% of salaries	\$ 29,964.21
POSTAGE	Calculated at \$15 per month	\$ 180.00
RENT & UTILITIES	Rent, utilities, phones, and fax	\$ 9,600.08
EQUIPMENT	Furniture and equipment purchase	\$ 8,400.00
PRINTING	Program flyers, brochures, and Employment Guidebook	\$ 1,000.00
CONSUMABLE SUPPLIES	Office stationary and supplies	\$ 3,600.00
TRAVEL	Mileage reimbursement	\$ 5,400.00
OTHER (Specify)	Insurance	\$ 500.00
OTHER (Specify)	Client ESL, vocational and skills training	\$ 5,800.00
OTHER (Specify)	World Refugee Day Expense	\$ 500.00
OTHER (Specify)	Transportation subsidy	\$ 1,120.00
OTHER (Specify)	Staff training and incentives	\$ 2,500.00
OTHER (Specify)	Advertising and recruitment	\$ 510.00
OTHER (Specify)	A-133 Program Audit	\$ 1,000.00
OTHER (Specify)	Administrative overhead calculated at 10%	\$ 19,472.73
TOTAL REQUESTED FROM DSS		\$ 214,200.00

* Awarded funds cannot be used to supplant existing funds.

BUDGET DETAIL - SALARIES AND EMPLOYEE BENEFITS

OFFEROR NAME Lutheran Social Services of the National Capital Area

Contract Period FROM 10 / 01 / 12 TO 09 / 30 / 13

Program: **RSS** or TAP

SALARIES		HOURS PER WEEK	% OF TIME ON PROJECT	ANNUAL SALARY	AMOUNT REQUESTED FROM DSS
STAFF POSITION					
1. Program Director/ Marnadou Sy		37.5	8%	\$ 75,673.85	\$ 6,053.91
2. Grants Administrator/ Eros Tuladhar		37.5	8%	\$ 57,231.74	\$ 4,578.54
3. Employment Advocate/Manfred Carew		37.5	25%	\$ 36,770.75	\$ 9,192.69
4. Resettlement Manager/ Aerlande Wontamo		37.5	20%	\$ 44,125.20	\$ 8,825.04
5. Employment Manager/ Nizama Tikvinia		37.5	95%	\$ 39,735.67	\$ 37,748.89
6. Employment Advocate/ Ilham Darwash		37.5	100%	\$ 31,363.50	\$ 31,363.50
7. Employment Advocate/Farah Fanaanian		37.5	80%	\$ 33,613.02	\$ 26,890.42
TOTAL SALARIES REQUESTED FROM DSS				\$ 318,513.74	\$ 124,652.98

EMPLOYEE BENEFITS

NAME OF BENEFIT	STAFF POSITION (# ABOVE)	% OR RATE	ANNUAL COST	AMOUNT REQUESTED FROM DSS
FICA	1-11	7.65%	\$ 24,366.30	\$ 9,535.95
PENSION/RETIREMENT	1-11	3.68%	\$ 11,721.31	\$ 4,952.00
HEALTH INSURANCE	1-11	7.87%	\$ 25,067.03	\$ 10,610.26
LIFE INS/ADD/LTD	1-11	1.10%	\$ 3,503.65	\$ 751.00
UNEMPLOYMENT	1-11	1.70%	\$ 5,414.73	\$ 2,234.00
OTHER WORKERS COMP	1-11	0.80%	\$ 2,548.11	\$ 1,881.00
TOTAL EMPLOYEE BENEFITS REQUESTED FROM DSS		22.80%	-----	\$ 29,964.21

BUDGET - OTHER PROPOSED EXPENSES RSS

OFFEROR NAME Lutheran Social Services of the National Capital Area

Contract Period FROM 10 / 01 / 12 TO 09 / 30 / 13

LINE ITEM	JUSTIFICATION (How costs were determined)	PROPOSED DSS FUNDS
POSTAL TOTAL	\$15.00 per month postage	\$ 180.00
Administrative		
Program		
RENT AND UTILITIES TOTAL		\$ 9,534.13
Rent		
Utilities	Historical trends	\$ 7,254.00
Telephone	Landlines, cellular phones and internet	\$ 2,280.13
EQUIPMENT TOTAL	Equipment maintenance	\$ 8,400.00
Equipment Purchase	Equipment and furniture	\$ 2,400.00
Cubicle Dividers	Equipment & Furniture	\$ 6,000.00
PRINTING TOTAL	Program brochures, flyers and Employment Guidebook	\$ 1,000.00
Administrative		
Program		
CONSUMABLE SUPPLIES TOTAL	Purchase of agency letterhead and office supplies	\$ 3,600.00
Office		
Program		

BUDGET - OTHER PROPOSED EXPENSES RSS, continued

OFFEROR NAME Lutheran Social Services of the National Capital Area

Contract Period FROM 10 / 01 / 12 TO 09 / 30 / 13

LINE ITEM	JUSTIFICATION (How costs were determined)	PROPOSED DSS FUNDS
TRAVEL TOTAL	280 miles per FTE X .47 cents X 12 month + parking	\$ 5,400.00
Administrative		
Program		
OTHER TOTAL		\$ 31,402.73
Insurance		\$ 500.00
Other (Specify)	Advertising and recruitment	\$ 510.00
Other (Specify)	Client ESL, vocational and skills training	\$ 5,800.00
Other (Specify)	World Refugee Day	\$ 500.00
Other (Specify)	Transportation subsidy calculated at \$40/participant	\$ 1,120.00
Other (Specify)	Staff training and incentives	\$ 2,500.00
Other (Specify)	A-133 Program Audit	\$ 1,000.00
Other (Specify)	Administrative overhead calculated at 10%	\$ 19,472.73

TOTAL AMOUNT REQUESTED FROM DSS: \$ 59,516.86

Other Source Funds	English Language Training 10% of Budget	\$ 21,420.00
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ONS Budget Narrative
Lutheran Social Services of the National Capital Area
Refugee Social Services (RSS)
October 1, 2012 – September 30, 2013

Categorical costs below have been derived from established categories of LSS/NCA's Finance Department. Specific amounts and costs have been determined by reasonable application of percentage costs for each category. Funds are allocated as described below.

Staff salaries: are expected to total \$124,652.98. The project will be staffed by 7 individuals: the Program Director, Mr. Mamadou Sy at 8%, the Grants Administrator, Eros Tuladhar at 8%, The Employment Manager, Nizama Tikvina at 95%, the Resettlement Manager, Aerlande Wontamo at 20%, two (2) Employment Advocates, Farah Fanaenian at 80% and Ilham Darwash at 100%.

Benefits: Benefits are calculated at 22.80% of salaries and for the staff listed above total \$29,964.21; this includes FICA, Health and Dental, 401k, Life and Disability, and Workers' Compensation.

Postage: Calculated at \$15 per month and total \$180 a year to mail necessary financial reports.

Rent, utilities, phone and fax: Are projected to cost \$9,600.08 for the duration of the contract.

Equipment and furniture: Computers will be used for program duties including but not limited to: electronic communications, conducting job searches, creation and maintenance of case files, recording case notes, tracking data and producing regular reports, and any other uses as required by the program estimated at \$2,400. In addition, \$6,000 will be for the purchase and installation of cubicle dividers.

Program flyers, brochures, Employment Guidebook, advertisement and recruiting: This will help in outreach to clients and communities and is estimated to cost \$1,000 for the Program flyers, brochures, Employment Guidebook, and \$510 for advertisement and recruiting

Office stationary and supplies: Office supplies include miscellaneous items that will be regularly used and reordered, such as desk supplies, files, folders, and more and will cost and will cost \$3,600.

Travel: Staff will use private vehicles and travel is computed at 280 miles per month per program staff calculated at a rate of .47 cents per mile. Specific destinations and events will be scheduled after program begins and will include meetings with employers and partners, and client job interviews and trainings. Estimated total travel costs are \$5,400.

Other: Liability insurance will be \$500 and the Federal A-133 Audit will cost \$1,000.

English Language Training: To assist clients learn English and increase their chances of obtaining and maintaining employment, \$5,800 will be set aside to cover the cost.

World Refugee Day: Materials for the Annual World Refugee Day Celebration including reserving a restaurant space and providing food and beverages will cost a total of \$500.

Client Transportation Subsidy: A total of \$1,120 will be used to cover this cost. Client transportation subsidies are calculated at \$40 per client.

Staff training and incentives: A total of \$ 2,500 will be used to keep staff up to date in terms of skills needed to perform the job and to retain qualified staff that will help meet contractual goals.

Indirect Costs: Administration, finance, and related expenses will be calculated at 10% and will cost \$19,472.73.

ATTACHMENT A



VIRGINIA OFFICE OF NEWCOMER SERVICES

PROPOSED PERFORMANCE GOALS

EMPLOYMENT

NAME OF APPLICANT: Lutheran Social Services/ NCA

PROGRAM: RSS (Specify RSS or TAP)

PERIOD: October 1, 2012 – September 30, 2013

PROPOSED FUNDING: \$214,200.00

Unduplicated number of persons to be served with employment services	<u>140</u>
Number of all job placements	<u>125</u>
Number of full time job placements	<u>80</u>
Refugee Cash Assistance terminations due to earnings through job placements	<u>15</u>
Average hourly wage of all job placements	<u>\$10.00</u>
Number of full time job placements that offer health benefits within 90 days after employment	<u>90</u>
Number of jobs in which client placed is still employed 90 days after placement (Employment Retention)	<u>60</u>

ATTACHMENT A



VIRGINIA OFFICE OF NEWCOMER SERVICES

PROPOSED PERFORMANCE GOALS

EMPLOYMENT

NAME OF APPLICANT: Lutheran Social Services/ NCA

PROGRAM: TAP (Specify RSS or TAP)

PERIOD: October 1, 2012 – September 30, 2013

PROPOSED FUNDING: \$79,800.00

Unduplicated number of persons to be served with employment services	<u>50</u>
Number of all job placements	<u>48</u>
Number of full time job placements	<u>36</u>
Refugee Cash Assistance terminations due to earnings through job placements	<u>8</u>
Average hourly wage of all job placements	<u>\$10.00</u>
Number of full time job placements that offer health benefits within 90 days after employment	<u>35</u>
Number of jobs in which client placed is still employed 90 days after placement (Employment Retention)	<u>36</u>

Mission
LSS/NCA walks with those in need and mobilizes community partners
to provide services that offer hope and rebuild lives

Board

Executive Director/
Chief Executive Officer

Finance

Human
Resources

Adoption &
Foster Care
Program

Refugee &
Immigrant
Services Program

Stewardship

Church &
Community
Ministries

Administrative
Operations

Traditional
Foster Care

Adoption

Unaccompanied
Refugee Minors
Foster Care

Reception &
Placement

Match Grant

Maryland
Employment
Services

Virginia
Employment
Services

Youth Haven
Camps

Caregiver
Services

LAMP

Board of Director' Listing
Lutheran Social Services of the National Capital Area

Name	Term	Affiliation
Joe Albrecht	Term 1 07/01/11 to 06/30/14	VP Sales, American Office
Stephen Black	Term 2 07/01/09 to 06/30/12	President/CEO, Arlington Technology Consulting, LLC
Deaconness Elizabeth (Liz) DeMik	Term 2 07/01/09 to 06/30/12	Southeastern District (SED) Disaster Recovery Assistant
Melanie Folstad Chairperson	Term 2 10/01/10 to 09/30/13	Assistant Vice President, Financial Advisor, Global Wealth Management, Merrill Lynch
Kim Green	Term 2 10/01/11 to 09/30/14	U.S. Dept. of Labor Member of Peace Lutheran Church
Nels Hendrickson	Term 1 11/01/11 to 10/30/14	Retired
Anita Josey-Herring	Term 1 07/01/11 to 06/30/14	Judge, DC Superior Court
Richard Kauzlarich Treasurer	Term 1 10/01/10 to 09/30/13	Former, National Intelligence Officer Deputy Dir., Terrorism, Transnational Crime and Corruption Center (TRaCCC) School of Public Policy, George Mason University
Rev. Wayne Lehrer	Term 1 10/01/09 to 09/30/12	St. Paul's Lutheran Church

Sydney Martin	Term 1 07/01/11 to 06/30/14	Self-employed, Business consultant
Clemmie Solomon Vice Chairperson	Term 1 7/01/09 to 06/30/12	Dean of Student Development Montgomery College
Rev. Les Stano	Term 2 07/01/09 to 06/30/12	Church of the Cross
George Swygert	Term 1 10/01/09 to 09/30/12	Retired, former EVP/Regional President Wachovia Bank, N.A.
Renee Wentzel Secretary	Term 1 7/01/09 to 06/30/12	Associate Wiltshire & Grannis LLP
Sue Zimmerman	Term 1 10/01/10 to 09/30/13	Retired, social worker

EX-OFFICIO MEMBERS OF THE BOARD

The Rev. Jon Diefenthaler		President, Lutheran Church Missouri Synod, Southeastern District, LCMS
The Rev. Kenneth G. Carlson - The Rev. Jon Diefenthaler's representative		
The Rev. Richard Graham		Bishop of the ELCA Metro Washington, DC, Church ELCA Metropolitan Washington, DC Synod



June 26, 2012

Virginia Department of Social Services
Office of Newcomer Services

As attested to by our independent auditors in our audited financial statements, Lutheran Social Services has sufficient reserves to operate these programs and to enter into these contracts with the Virginia Department of Social Services. This can be clearly seen in the Statement of Cash Position of those audited financial statements. The audited financial statements are included as a part of this submission.

A handwritten signature in black ink that reads 'Neal E. Donahue'. The signature is fluid and cursive, with a large, sweeping 'N' and 'D'.

Neal E. Donahue, MBA, CPA
Chief Financial Officer



**Northern Virginia
Community College**

June 8, 2012

Mamadou Sy, Ph.D.
Program Director for Refugee and Immigrant Services
Lutheran Social Services of the National Capital Area (LSS/NCA)
7401 Leesburg Pike
Falls Church, VA 22043

Re: Letter of Support for the Virginia Refugee Resettlement Program.

Dear Mr. Sy

On behalf of Northern Virginia Community College (NOVA), it is my pleasure to write a letter in support of the proposal for the Virginia Refugee Resettlement Program being submitted by Lutheran Social Services of the National Capital Area in Virginia.

With six campuses and 78,000 students, NOVA is the largest institution of higher education in the Commonwealth of Virginia. NOVA's Adult Career Pathways program is one of NOVA's focus initiatives to assist adults in acquiring the skills and credentials needed for family-sustaining careers.

For several years, NOVA has been allied with LSS/NCA's employment services, to jointly assist refugees and other LSS clients. From our shared efforts, I know the experience they have in empowering and assisting job seekers to find meaningful employment in various sectors.

LSS/NCA has a long history of providing excellent employment services to vulnerable individuals in Northern Virginia and creating long-term, sustainable programs that enhance self-sufficiency and growth. Together, we can provide Northern Virginia's refugees and asylees with the skills necessary to obtain advanced employment.

Please accept our support as you consider this proposal. We look forward to this promising venture which will create pathways for Northern Virginia residents to attain their full potential.

Sincerely,

A handwritten signature in black ink, appearing to read "Bill Browning", is written over a horizontal line.

Bill Browning
Director, NOVA's Adult Career Pathways Program

DELTA DRIVING SCHOOL , INC.

2412 NOTTINGHAM DRIVE

FALLS CHURCH, VA. 22043

info@deltadrivingschool.net

June 11, 2012

703-573-1231

Mamadou Sy, Ph.D.
Program Director for Refugee and Immigrant Services
Lutheran Social Services of the National Capital Area (LSS/NCA)
7401 Leesburg Pike
Falls Church, VA 22043

Re: Letter of Support for the Virginia Refugee Resettlement Program.

Dear Mr. Sy

On behalf of Delta Driving School, Inc. it is my great pleasure to write a letter in support of the proposal for the Virginia Refugee Resettlement Program being submitted by Lutheran Social Services of the National Capital Area in Virginia.

Delta driving has provided driver's education and behind the wheel training to more than thousands refugees and asylees in Northern Virginia over 15 years of partnership with LSS/NCA.

Public transportation in Northern Virginia—does not always meet the needs of the region's residents. To address this, Delta Driving School commits to providing the following services to Refugee Social Services Employment Program clients:


- -Drivers education and
- Behind the wheel training

It is anticipated that the services offered through this partnership will enable the participants to overcome the barriers of transportation and more quickly achieve self-sufficiency.

Delta Driving School, Inc. has been a long-time supporter and partner of LSS/NCA's employment services, and from our shared work I know the immense experience your staff has in empowering and assisting job seekers to find meaningful employment in various sectors.

Please accept our support as you undertake this proposal to continue running the RSS program. We look forward to this promising venture which will create pathways for Northern Virginia residents to attain their full potential.

Sincerely,


Delta Driving School Inc.
2412 NOTTINGHAM DR.
FALLS CHURCH, VA 22043

Homecare Alternative LLC

June 11, 2012

Mamadou Sy, Ph.D.
Program Director for Refugee and Immigrant Services
Lutheran Social Services of the National Capital Area (LSS/NCA)
7401 Leesburg Pike
Falls Church, VA 22043

Re: Letter of Support for the Virginia Refugee Resettlement Program.

Dear Mr. Sy

On behalf of Homecare Alternative it is my tremendous pleasure to write a letter in support of the proposal for the Virginia Refugee Resettlement Program being submitted by Lutheran Social Services of the National Capital Area in Virginia.

Homecare Alternative is a home health agency serving Northern Virginia and providing service to elderly and disabled. We provide personal care, case management and skilled nursing services.

Homecare Alternative has been a long-time supporter and partner of LSS/NCA's employment services, and from our shared work I know the immense experience they have in empowering and assisting job seekers to find meaningful employment in various sectors.

LSS/NCA has a long history of providing excellent employment services to vulnerable individuals in Northern Virginia and creating long-term, sustainable programs that enhance self-sufficiency and growth. Together, we can provide Northern Virginia's refugees and asylees with the skills necessary to obtain advanced employment.

Please accept our support as you consider this proposal. We look forward to this promising venture which will create pathways for Northern Virginia residents to attain their full potential.

Sincerely,



Michael Shish
Director of services
Homecare Alternative LLC
Cell: 240-409-5493
Email: homecarealt@yahoo.com



Northern Virginia
Family Service

www.nvfs.org

Mary B. Agee
President & CEO

Administrative Offices
10455 White Granite Drive
Suite 100
Oakton, VA 22124
571.748.2500

PROGRAM CENTERS

Arlington Child
Development Center
1801 N. George Mason Dr.
Arlington, VA 22207
571.748.2700

Multicultural Human Services
6400 Arlington Blvd.
Falls Church, VA 22042
571.748.2800

SERVE
10056 Dean Drive
Manassas, VA 20110
571.748.2600

OTHER LOCATIONS

Alexandria
Arlington
Sterling
Tysons Corner
Woodbridge

Clock Tower Thrift Shops
Centreville
Falls Church

June 11, 2012

Mamadou Sy, Ph.D.
Program Director for Refugee and Immigrant Services
Lutheran Social Services of the National Capital Area (LSS/NCA)
7401 Leesburg Pike
Falls Church, VA 22043

Re: Letter of Support for the Virginia Refugee Resettlement Program.

Dear Mr. Sy,

On behalf of Northern Virginia Family Service it is my pleasure to write a letter in support of the proposal for the Virginia Refugee Resettlement Program being submitted by Lutheran Social Services of the National Capital Area in Virginia.

Northern Virginia Family Service (NVFS) is a nonprofit social service agency that for the past 88 years has worked to empower individuals and families to improve their quality of life. NVFS is dedicated to helping individuals and families find new paths to self-reliance through a broad range of services that are geared to the unique values and characteristics of individuals and families from diverse cultures. NVFS programs include Healthy Families, Early Head Start and Head Start; housing support services and transitional housing; health, medication and dental access programs; workforce development and job training; financial services; foster and therapeutic respite care; and multicultural mental health, legal and social services. NVFS has been a long-time supporter and partner of LSS/NCA's employment services, and from our shared work I know the immense experience they have in empowering and assisting job seekers to find meaningful employment in various sectors.

LSS/NCA has a long history of providing employment services to vulnerable individuals in Northern Virginia and creating long-term, sustainable programs that enhance self-sufficiency and growth. Together, we provide Northern Virginia's refugees and asylees with the necessary skills to obtain advanced employment.

Please accept our support as you consider this proposal. We look forward to this promising venture which will create pathways for Northern Virginia residents to attain their full potential.

Sincerely,


Mary Agee,
President & CEO

Attachment 4d

June 22, 2012

To: Office of New Comers Services (ONS)

801 East Main Street

Richmond, VA.

RE: Letter of Support to Virginia Refugee Resettlement Program

My name is Adnan Khafeef. My wife and our two children are originally from Baghdad, Iraq. We arrived in the United States as refugees sponsored by the Lutheran Social Service agency, on August 2, 2011. All through our flight to the United States we had mixed feelings as we had time on the plane to review, and reflect on our lives over the past six years since we left our home Country and went to Cairo, Egypt and now bound for the USA, as refugees.

A huge percentage of our anxiety was put to rest by the reception the Agency; Lutheran Social Service met us at the airport. We met our soon to be recognized case Advocate, Mr. Arman Nasouti, who took us to our already prepared apartment, with a full refrigerator and already prepared local Iraqi food.

The start of the second day in the United State, life became for us not as refugees, but as tourist. We were given maximum support in all areas such as: health screening, application for Social Security Card; application for benefits, school registration for our children, and ESL registration for us. Within the first week we recognized that life for us can be worth living and pleasant again. Most of our anxieties were put to rest, although we had few uncertainties.

What we considered a very big issue had already being worked out by the agency. We were told at orientation that we will have to start working in order to be self-sufficient. We had difficulty with speaking English, and as grownups, we were concerned about how, and where to start, and furthermore worried about securing a job. The fact that Lutheran Social Services had on their staff an Iraqi, who not only was assisting us with employment issues, but will come and spend quality time with my wife and children, which made us feel very much at home, and more importantly started the healing process for my wife, whom before coming to the USA had started going into depression.

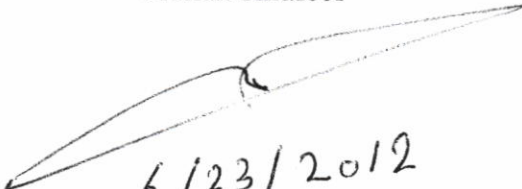
We had English classes three days a week, and we also had a husband and wife team, Justine and Rebecca volunteering with the agency who came to our home to assist us further with English Language Training, and assist the children with their school assignment. This activity greatly presented us with the confidence to want to have a job.

My employment advocate took us to several places, and numerous applications, and finally I was able to get my first job in the United State, working as housekeeper overseer at the Hyatt Hotel in Washington DC. My wife is now involved in indoor designing work with various companies, and will be participating at the World refugee day celebration with a show of her designing art.

We are so happy to be in the United State, and looking forward with great anticipation in becoming a United States citizen in the very near future. Lutheran Social Services has not only served us as humans, but they have literally given us our lives back, and brought our dignity back to us. We definitely will like to support whatever the agency is involved in, and we strongly believe that Lutheran Social Services has the capacity to impact untold lives by their service, humanity and dedication. We humbly recommend them for the great work.

Sincerely,

Adnan Khafeef



6/23/2012

Director, Refugee and Immigrant Services

Position

The position reports to the Executive Director and Chief Executive Officer of the agency, and is responsible for providing intellectual and management leadership to the Refugee and Immigrant Services Program.

Essential Duties

- Articulating a strategic direction for the Program;
- Managing, developing and training of staff in three locations – Silver Spring, Falls Church and Baltimore;
- Identifying services needs of refugees and immigrants;
- Writing and following-up on grant proposals to private, State and Federal funding agencies;
- Establishing and developing strong relationships with the Virginia Employment Services and the Maryland Employment Services Offices, Lutheran Immigration and Refugee Service and other funders;
- Seeking out church and individual donors for support to the Program;
- Managing and monitoring contracts; evaluating compliance of service delivery and budget allocation;
- Oversight of the day-to-day operations of the Program in the provision of contract services;
- Establishing contact with local communities and congregations seeking to participate in the resettlement of refugees.

Qualifications

- Master's degree;
- Proven intellectual leadership and participatory management style;
- Demonstrated track record of successful performance as a manager of people and programs/projects;
- Organized and detail oriented;
- At least five years' professional work experience;
- Experience, overseas or within the U.S., with refugees and immigrants;
- Strong inter-personal skills with diverse individuals; ability to persuade and influence others;
- Excellent written and verbal communications skills with ability to prepare and make cogent presentations and speeches before large groups including executive level management.

**Lutheran Social Services of the National Capital Area
Job Description**

Job Title: Volunteer and Community Resource Coordinator
Job Status: Full-time
Department: Refugee and Immigrant Services
Job Location: Falls Church, VA
Reports to: Development Director
Date Prepared: October 2008; June 2010

SUMMARY: Support the neighbors LSS/NCA serves in our Refugee and Immigrant Services (RIS) program through a cadre of volunteers that facilitate critical in-kind donations, housing logistics, and mentoring. Additionally build broad community support and awareness for refugees rebuilding their lives in our community by creating and maintaining professional and faith-based partnerships to assist clients and the RIS program. The volunteer program plays a critical role in LSS/NCA's strategic direction. This position will work closely with the Development Office, located in Falls Church, VA, to maximize volunteer resources in the community at-large as well as in the Lutheran and other faith-based communities. It will also work closely with Human Resources and RIS staff. This position requires work on weekends and in the evenings.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintain current knowledge of the U.S. Resettlement Program and knowledge of LSS/NCA Refugee and Immigrant Services programs;

Volunteers

- Establish a program and process in which volunteers assist RIS staff in identifying, picking up, distributing, and setting up furniture and household items for newly arrived refugees as stipulated in the R&P Cooperative Agreement
- Work closely with HR to recruit, orient, and train RIS interns, volunteers, and mentors
- Organize and supervise volunteer activities, such as one-shot projects, holiday food deliveries, and volunteer appreciation
- Coordinate with RIS staff to determine in-kind and mentoring needs
- Submit a monthly report on the status of volunteer efforts to the RIS Staff and the Development Office and periodically review objectives and program activities to assess effectiveness of service delivery

Community Resource Development

- Develop and maintain partnerships in community that will help RIS clients become self-sufficient
- Recruit congregational sponsors and manage church co-sponsorship program
- Maintain comprehensive inventory system for in-kind donations
- Coordinate housing logistics, including in-kind donation pick up, distribution, and volunteer resources
- Conduct educational presentations to community partners regarding RIS program and/or human rights awareness about refugees and immigrants

- Work closely with Office of Development to conduct community outreach to solicit contributions of furniture and housing items
- Other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

- Bachelor's degree or equivalent combination of education and experience
- Knowledge of and/or experience with the refugee/immigrant community
- Experience with volunteer recruitment and coordination
- Experience with public speaking and targeted outreach

COMPETENCIES

- Ability to work night and/or weekends on occasion
- Attention to detail and accuracy; excellent organizational skills
- Ability to set priorities based on changing circumstances; flexibility
- Excellent oral, written and inter-personal communication skills
- Strong computer skills. Knowledge of MS Office including Word, Access, Excel, Publisher and Power Point required; DonorPerfect or other fundraising/volunteer management software strongly preferred
- Demonstrated ability to work effectively in a diverse environment.
- Ability and willingness to work as part of a team
- Must be able to lift 25 pounds or more

Lutheran Social Services of the National Capital Area Position Description

Job Title: Resettlement Manager
Department: Refugee and Immigrant Services (RIS)
Location: Falls Church, VA
Reports To: RIS Program Director
Type: Full Time
Prepared By: Mamadou Sy
Date Prepared: May, 2011

Summary: The Resettlement Manager will provide direction to the Reception & Placement (R&P), Matching Grant (MG), and Public Private Partnership (PPP), offered in Falls Church, Virginia and at the SWRC, Maryland. He/she will supervise Falls Church & Silver Spring Matching Grant Employment Advocates and Reception and Placement Case Advocates staff in both locations.

Essential Duties and Responsibilities:

- Maintain current knowledge of the US Resettlement Program;
- Maintain current knowledge of all Refugee and Immigrant Services programs;
- Provide leadership, mentoring, support and supervision to all program staff, interns and volunteers to ensure the provision of quality resettlement, Matching Grant and PPP services;
- Coordinate program services within contract guidelines and ensure compliance;
- Lead and coordinate housing outreach in VA and MD;
- Assist in developing and maintaining written guidelines governing program operations;
- Assist in the development and management of program budgets;
- Monitor program spending and performance through regular case file review, client visits and staff meetings;
- Coordinate the completion and submission of program reports;
- With the RIS management team respond to and prepare proposals for program services;
- Develop and maintain relationships with individuals, businesses, governmental and non-governmental organizations to coordinate the provision of seamless service to refugee and asylee clients;
- As necessary, convene meetings with voluntary agencies, local departments of social services, and other area service providers;
- Promote awareness of the refugee resettlement program to the community at large through mailings, personal phone calls and public speaking events;
- Develop co-sponsorships among area faith and community groups;
- Train faith and community groups regarding the duties and responsibilities related to co-sponsorship;

- Coordinate with the LSS/NCA Volunteer Coordinator to recruit and train program volunteers and interns;
- Coordinate the acquisition and allocation of donations to ensure that all housing is appropriately furnished and that adequate food and clothing has been provided;
- Coordinate outreach to refugee and asylee communities;
- Provide direct service to refugee and asylee clients;
- Attend all conferences, seminars, and meetings related to program activities;
- Work as part of the program team and participate in staff meetings and in-service trainings;
- Other duties as assigned.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree in social work, human services, social services or related field; and three to five years related experience and/or training; or equivalent combination of education and experience.

Competencies

- Strong knowledge of the US resettlement program;
- Ability to supervise a diverse staff;
- Excellent oral, written and inter-personal communication skills; strong public speaking/presentation skills;
- Excellent computer skills; knowledge of Microsoft Office applications (Access, Excel, Word and Power Point) essential;
- Attention to detail and accuracy; strong organizational skills;
- Acquaintance with area faith communities;
- A foreign language in addition to English preferred

Note: Valid driver's license and access to regular and reliable personal transportation required. Police clearance and clear drug test required.

LUTHERAN SOCIAL SERVICES OF THE NATIONAL CAPITAL AREA (LSS/NCA)

Job Description

Job Title: Employment Manager
Department: Refugee and Immigrant Services
Location: Falls Church, VA
Reports To: Program Director
Supervises: Falls Church Employment Team
Type: Full Time
Prepared By: Mamadou Sy
Prepared Date: October 2, 2009

SUMMARY

The Employment Manager is responsible for offering leadership and guidance to all state-funded employment programs as well as supporting staff; providing targeted outreach and presentations to employers; fulfilling all ONS contractual guidelines.

Essential Duties and Responsibilities:

- Maintain current knowledge of the U.S. Resettlement Program;
- Maintain current knowledge of all Refugee and Immigrant Services programs;
- Provide leadership and guidance to all state-funded employment programs and staff;
- Work with the TAP and RSS staff to achieve all employment contractual goals.
- Monitor and evaluate progress towards achieving quarterly goals by implementing client evaluations and file reviews;
- Coordinate the outreach to employers with Employment Advocates through various strategies, including mailings, phone inquiries, and presentations to provide them program information and to inquire job postings;
- Develop relationships with area employers to allow for the regular and ongoing placement of LSS/NCA clients;
- In conjunction with Employment Advocates, coordinate outreach, planning, and facilitation of employment events, including job fairs, networking meetings, and employer luncheons;
- Coordinate services with other area agencies;
- Develop and conduct intern/employer surveys;
- Develop and place clients into internships appropriate to circumstances;
- Maintain effective working relationship with local partners;
- As necessary, convene meetings with voluntary agencies, local departments of social services, and other area service providers;
- Maintain accurate records of all services provided;
- Assure timely and accurate completion of timesheets;

- Produce reports in a timely manner;
- Provide referrals to NOVA classes;
- Monitor participants' participation in English as a Second Language through regular contact with the provider;
- Analyze and interpret market trends and facilitate employer outreach;
- Oversee VNIS System and accuracy of data entries;
- Attend all conferences, seminars and meetings related to program activities;
- Work as part of the program team and participate in staff meetings and in-service trainings;
- Conduct periodic review of program case files;
- Other duties as assigned.

Requirements

- College degree and at least three years experience in job placement;
- Strong verbal and written communication skills;
- Detail oriented;
- Solid computer skills with sound knowledge of basic software;
- Ability to work with people from diverse cultures and backgrounds.

Note: Valid driver's license and access to regular and reliable personal transportation required. Police clearance and clear drug test required.

POSITION VACANCY ANNOUNCEMENT

Lutheran Social Services of the National Capital Area Job Description

Job Title: Employment Advocate
Job Status: Full Time
Department: Refugee and Immigrant Services (RIS)
Location: Falls Church, VA
Reports To: Employment Manager
Prepared by: Mamadou Sy

SUMMARY

The Employment Advocate will provide employment services to those served through the Targeted Assistance Program (TAP) and Road to Self-Sufficiency (RSS) program. The objective of the Employment Advocate is to secure full-time employment with benefits for those served and assist them overcome hurdles to obtaining or maintaining employment.

Essential Duties and Responsibilities:

- Maintain current knowledge of the U.S. Resettlement Program;
- Maintain current knowledge of all Refugee and Immigrant Services programs;
- Conduct outreach to refugees and asylees for enrollment to LSS/NCA's employment program;
- Provide orientation regarding the program to those enrolled. Orientation should include, but not be limited to, a discussion of the importance of early employment;
- Develop individual service plans designed for self-sufficiency;
- Contact area employers through mailings, phone inquiries, and person-to-person meetings to provide them program information and to inquire about job openings;
- Develop relationships with area employers that allow for the regular and ongoing placement of TAP and RSS program participants;
- Assist participants in job search and in the submission of applications;
- Place participants in jobs appropriate to circumstance;
- Follow up with participants and employers to ensure retention and upgrade;
- Assist the Employment Manager and Training and Support Specialist with the planning and conducting of special events, including employer luncheons, networking events, and job fairs;
- Perform targeted outreach to employers and sustained relationship building to recruit employers for above mentioned events;
- Assist the Intake and Training Specialist in the provision of pre-employment trainings, job clubs, and other trainings lead by the employment staff;
- Refer clients to free or low cost training opportunities and provide career counseling as needed;
- Monitor participants' participation in English as a Second Language (and other trainings) through regular contact with the provider and meeting with teachers;
- Maintain strong relationships with partner agencies;
- Refer and coordinate with the Resources Developer regarding individual Job

- Coaches matched with clients;
- Update Job Boards weekly;
- Maintain accurate record of all services provided;
- Produce reports in a timely manner;
- Work as part of the program team and participate in staff meetings and in-service trainings;
- Other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

- Bachelor's degree in social work, human services, social services or related field;
- Two years related experience and/or training; or equivalent combination of education and experience.

COMPETENCIES

- Basic computer skills;
- Attention to detail and accuracy;
- Strong verbal and written communication skills;
- Fluency in one or more of the following languages –Arabic, Farsi, or Burmese preferred;
- Ability to work in a diverse environment.

Note: Valid driver's license and access to regular and reliable personal transportation required. Police clearance and clear drug test required.

Lutheran Social Services of the National Capital Area Position Description

Job Title: Assistant controller & Grant Administrator
Department: Refugee and Immigrant Services (RIS)
Location: Falls Church, VA
Reports To: CFO
Type: Full Time
Date Prepared: May, 2011

Essential Duties and Responsibilities:

- Prepare for annual audit
- Ensure payables are accurate and paid on time.
- Cash control and Bank ac reconciliation promptly done
- Reconciliation for GL accounts
- Support issuing bills
- Ensuring account receivables are collected promptly
- Payroll, job costing are done accurately
- Annual budget preparation and monitor
- Financial analyses as needed
- Provided assistant on the financial aspect of the grants.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree in finance, human services, or related field; and three to five years related experience and/or training; or equivalent combination of education and experience.

Competencies

- Excellent oral, written and inter-personal communication skills;
- Excellent computer skills; knowledge of Microsoft Office applications (Access, Excel, Word and Power Point) essential;
- Attention to detail and accuracy

Note: Valid driver's license and access to regular and reliable personal transportation required. Police clearance and clear drug test required.

Lutheran Social Services of the National Capital Area
Road to Self Sufficiency
Volunteer Opportunities

Mentors: Mentors work with refugee clients to become more self-sufficient in their new home in the United States for at least 6 months. They practice English, assist with job search and interview skills, and help clients become members of the larger community. The mentors are matched based on specific client needs. The individual attention and the unique resources that mentors bring are advantageous to clients. Hopefully friendships develop, too, while clients gain the skills and confidence needed for successful employment.

Industry Specialists: Industry specialists are experts in specific fields of work in which our clients seek employment. They advise EAs on where to look for jobs in their field, provide networking tips, alert EAs of job openings, and revise cover letters and resumes for specific industries. Industry specialists can also help with taxes and may provide one-on-one consultations. This program is run in tandem with our Maryland TAP office, where the program originated.

Mock Interviewers: Mock Interviews is a program replicated based on its success in our Maryland TAP office. The bi-monthly event is a dynamic session in which each participant goes through a true-to-life practice interview with a volunteer interviewer, preferably from the client's field of expertise. Interviewing with a stranger creates a realistic experience, and clients receive in depth and critical feedback on how to improve their interview skills. Interviewers evaluate clients after the sessions so that clients gain can actively improve their skills based on concrete evidence.

Office Volunteers: The RSS team may designate smaller tasks and projects to office volunteers so that EAs are free to assist clients. These tasks may include making calls to clients, drafting communications, filing, data entry, database development, etc.

Drivers: Volunteer drivers help clients reach our office in their first few weeks after arrival for critical meetings such as Cultural Orientation and Pre-Employment Training. They may also help clients reach interviews, first ESL classes or other employment-related meetings that are difficult to access by public transit. Once clients are hired they always take full responsibility for their daily transportation.

Description of volunteer recruitment and training activities

Volunteers are recruited, trained, managed and tracked by the Volunteer Coordinator and Community Resources Developer (VCCRD). The program is designed to be flexible so that we can include as many individuals and groups as possible to assist in creating a welcoming community for newcomers in Northern Virginia. The attached volunteer positions are guidelines that allow volunteers to get involved as their schedules allow, through consultation with the VCCRD.

Recruiting is done through all community contacts including institutions of higher education, religious groups and congregations of all denominations, professional associations, volunteer recruiting websites, and individual networks. Recently our parent organization, Lutheran Immigrant and Refugee Services (LIRS) has developed a system for recruiting volunteers at the national level and referring geographically appropriate volunteers to the VCCRD. Some consistent recruiting partners include Immanuel Presbyterian Church, St. Paul's Lutheran Church, George Mason University, George Washington University, American University, VolunteerMatch, HandsOn Greater DC Cares, Volunteer Fairfax, and Young Professionals in Foreign Policy (YPFP). We also utilize the network of Lutheran congregations and service providers in the area. Over the past year, an increasing number of former refugees or people from clients' countries of origin have volunteered, providing a unique benefit to LSS/NCA clients.

Volunteers are interviewed by the VCCRD to determine how they may most effectively contribute to the program. Volunteers may choose to serve in more than one role when appropriate. All volunteers are on-boarded by the VCCRD. Each position requires an orientation to LSS/NCA and the refugee resettlement process. Each volunteer is then trained according to the role they will perform. If a volunteer works directly with clients they will get a full background check conducted via National Crime Search.

Mentors undergo a two-hour training conducted collaboratively with YFPF's Refugee Assistance Project, which also serves other resettlement agencies in the area. These trainings are conducted bi-monthly and introduce volunteers to the refugee process and also give practical skills for helping their mentees. Role plays and scenarios walk new mentors through potential situations to prepare them to help people from various cultures and backgrounds who are going through the adjustment of resettlement. (Clients are referred to the VCCRD for mentors by their Case Advocates or Employment Advocates.)

Lutheran Social Services of the National Capital Area

Refugee and Immigrant Services Department

Confidentiality Policy & Procedures

Refugee & Immigrant Services (RIS) department employees, volunteers, and interns, through their many interactions with clients, come across a wide range of information pertaining to them. All RIS department staff, volunteers, and interns have ethical and legal obligation to protect the confidentiality and privacy of its clients and to protect and maintain the confidentiality of all information learned about clients, their family members and acquaintances in the course of providing services to them, regardless of age. Information pertaining to minors can only be shared when prior consent of parent or guardian is secured. Access to documentation shall be limited to an "as needed/need to know" basis.

Confidential communications include conversations, reports, forms, correspondence, and computer generated communications with, about or involving in any way any client of the Refugee & Immigrant Services department.

Storage of Records

Client records are legally protected confidential records and must be treated as such. This means that client records maintained by RIS must be kept in a locked file cabinet at all times except when being reviewed or updated. Client records should always be maintained in office only.

Area of confidentiality

Confidential communications include conversations, correspondence, forms, reports and computer generated communications with, about, or involving in any way any clients.

Client information may be shared with: MORA, ONS, local DFS/DSS, ESL providers, other partners when the disclosure is a requirement to access needed services or when RIS is required by federal, state or local laws or courts.

It is unethical to discuss clients with family or friends, unless you are ordered to do so by a court or otherwise required by law. If someone insists on obtaining information and the client has not authorized it, immediately notify the Program Director.

Staff name & signature: _____ **Date:** _____

Supervisor name & signature: _____ **Date:** _____

Attachment C

PROGRAM ASSURANCES STATEMENT

In contracting with the Office of Newcomer Services, Virginia Department of Social Services, my organization assures that:


- A. The primary service goal will be to enable refugees to obtain employment as quickly as possible after enrolling in Refugee Social Services or the Targeted Assistance Program.

My organization assures that to it agrees to:

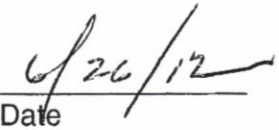
1. Utilize the ONS Comprehensive Resettlement Plan (CRP) or a **comparable** alternative for arriving refugees (includes all eligible populations) and/or all members of the refugee family, if it proposes to provide refugee resettlement services under the Refugee Social Services (RSS) and TAP sections of this RFP.
 2. Accept that comprehensive resettlement includes Reception and Placement (R&P) and Matching Grant (MG) case activities for RSS and TAP clients. The Contractor agrees that ONS must have ready access to R&P and MG case files.
 3. Keep, in the client's case file, proof in the form of documentation issued by the appropriate federal agency that verifies one of the eligibility statuses listed in **Section II A – Eligible Individuals to be Served**. Such documentation would include: a copy of the client's I-94, I-551/I-551B, asylum letter, and/or victim of trafficking certification.
- B. Provide services that are culturally and linguistically compatible with each refugee client's language and cultural background, and sensitive to gender issues.
- C. Make available to refugee women the same opportunities given to refugee men to participate in all appropriate services, including job placement and to include the use of bilingual/bicultural women on staff to ensure adequate service access by refugee women and cultural sensitivity
- D. Provide accurate information on refugees that are enrolled in TANF and RCA, and to adhere to a mechanism to ensure that, as a condition of eligibility, employable refugee adults who apply for refugee cash assistance are informed that they must register for work with an appropriate employment services agency, and will ensure that the individual is informed that he/she must participate in an employment service within 30 days after receipt of aid.
- E. Make available and offer English language instruction concurrent with employment or employment support services, and offered at times and places accessible by the refugee.
- F. Cooperate with ONS when it conducts program reviews and evaluations which can occur at any time.
- G. Provide written notice within 30 days of any changes in the program staff as outlined in the project narrative, and include a revised position description if applicable. This notice must be sent to the Senior Contract Specialist.
- H. Provide services under the Virginia Refugee Resettlement Program without charging a fee for providing the services outlined in the contract documents or use income to determine eligibility.
- I. To strengthen communication and cooperation with the Office of Newcomer Services, to provide comprehensive and integrative resettlement services; and to provide continuous program improvement by the doing the following:

Attachment C

1. Conduct quarterly consultations with representatives of local affiliates of voluntary resettlement agencies, local community service agencies, local governments, and other agencies that serve refugees to plan and coordinate the appropriate placement of refugees in advance of the refugees' arrival.
 2. Inform the State Refugee Coordinator at the moment a Contractor has any evidence – regardless of its significance – that a resettlement case is not progressing or conforming to basic program expectations.
 3. Participate in a mid-year and annual program review to evaluate the agency's service delivery and progress toward outcomes.
 4. Conduct on-going planning to ensure program flexibility and agency responsiveness to changes that impact refugee resettlement programs and services.
 5. Provide ONS with the method and information by which ONS can make contact with an authorized agency representative at any time.
 6. Adhere to the Business Hours and Accessibility to Clients set forth in Section P of the **Special Terms and Conditions**
 7. Adhere to the *Communication Protocol* set forth in Section Q of the **Special Terms and Conditions**.
 8. Adhere to the *Difficult Case Protocol* set forth in Section R of the **Special Terms and Conditions**.
- J. My organization agrees to be an active participant in the Virginia Newcomer Information System (VNIS) database, and, as such, to do the following:
- a. Regularly enter client and service data into VNIS
 - b. Have or develop the staff and computer system capability and resources to participate in the VNIS statewide network.
 - c. Designate one staff person that will have VNIS responsibilities and be the VNIS point of contact for ONS.
 - d. Participate in VNIS User training and/or User Group.
 - e. Participate in trainings, system upgrades, and VNIS maintenance as directed by ONS.
 - f. Adhere to all ONS reporting requirements.
 - g. Adhere to all VDSS Security and User requirements.


Signature

CFO
Title


Date

ASSURANCES - NON-CONSTRUCTION PROGRAMS

Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0040), Washington, DC 20503.

PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET. SEND IT TO THE ADDRESS PROVIDED BY THE SPONSORING AGENCY.

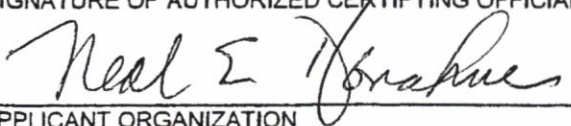
NOTE: Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the awarding agency. Further, certain Federal awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified.

As the duly authorized representative of the applicant, I certify that the applicant:

1. Has the legal authority to apply for Federal assistance and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project cost) to ensure proper planning, management and completion of the project described in this application.
2. Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.
3. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.
4. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.
5. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§4728-4763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F).
6. Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681-1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee 3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and, (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.
7. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal or federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases.
8. Will comply, as applicable, with provisions of the Hatch Act (5 U.S.C. §§1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.

AT#D

9. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327-333), regarding labor standards for federally-assisted construction subagreements.
10. Will comply, if applicable, with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$10,000 or more.
11. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93-205).
12. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.
13. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq.).
14. Will comply with P.L. 93-348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance.
15. Will comply with the Laboratory Animal Welfare Act of 1966 (P.L. 89-544, as amended, 7 U.S.C. §§2131 et seq.) pertaining to the care, handling, and treatment of warm blooded animals held for research, teaching, or other activities supported by this award of assistance.
16. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures.
17. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations."
18. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program.

SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL 		TITLE CFO
APPLICANT ORGANIZATION LUTHERAN SOCIAL SERVICES		DATE SUBMITTED 6/26/12

Attachment E**FEDERAL CERTIFICATION REGARDING LOBBYING**

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Statement for Loan Guarantees and Loan Insurance

The undersigned states, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Neal E. Foranue, CFO 6/26/12

AH # E

Certification Regarding Drug-Free Workplace Requirements

The grantee certifies that it will or will continue to provide a drug-free workplace by:

- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
- (b) Establishing an ongoing drug-free awareness program to inform employees about --
 - (1) The dangers of drug abuse in the workplace;
 - (2) The grantee's policy of maintaining a drug-free workplace;
 - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
- (c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
- (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will --
 - (1) Abide by the terms of the statement; and
 - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
- (e) Notifying the agency in writing, within ten calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
- (f) Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted --
 - (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
 - (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- (g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).

Neal E. Jonakue, CFO
6/26/12

AA # E

CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS

Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions

(1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

(a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;

(b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and

(d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

(2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transactions

(1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Neal E. Jonathan, CEO

6/26/12

AA#F

AA-11

W-9 REQUEST FOR TAXPAYER IDENTIFICATION NUMBER(S) AND CERTIFICATE

Each person or organization doing business with the Commonwealth of Virginia must provide the following information:

ORGANIZATION ENTITY:

Please provide reportable name where applicable.

- ☐ Original Submission
☐ Additional Addresses (See Back of Form)
☐ Address correction

Check Only One:

- ☐ Individual ☐ Sole Proprietor ☒ Corporation
☐ Partnership ☐ Government ☐ Trust
☐ Estate ☐ Other (Please Describe) _____

Social Security Number _____

Employer Identification Number _____

and/or

53-0207407

ENTER THE FOLLOWING:

Legal Name Lutheran Social Services of the National Capital Area
(Must match the Social Security Number, if applicable)

Trade Name _____
(Must match the Employer Identification Number, if applicable)

Payment Address:

IRS 1099 Form Mailing Address:

7401 Leesburg Pike
Falls Church, VA 22043

DUNS # 07-264-0816

DUNS # _____

Contact Person Neal Donahue CFO Telephone Number (703) 698-5026 ext. 132

Please respond to the following: (See back of form for definitions.)

Are you a United States Citizen?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Is your organization tax exempt?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Are you a Real Estate Agent?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Are you a Minority owned business?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Are you a Woman owned business?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Are you a Small business?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Are you a Faith Based Organization?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/> (See Back)

If you are a Minority owned business, please indicate the type of Minority.

☐ African American ☐ Hispanic American ☐ Native American ☐ Asian-Pacific American ☐ Subcontinent-Asian American ☐ Other Minority n/a

Are you registered with the Dept. of Minority Business Enterprise? If yes, enter your certificate # n/a

Government Agencies, please respond to the following:

Are you Federal _____, State _____ or Local _____? (Please check one.)
If you are considered Local, what is your FIPS Code? n/a

Certification - Under penalties of perjury, I certify that:

- (1) The number (s) shown on this form is my correct taxpayer identification number (s) (or I am waiting for a number to be issued to me).
- (2) The organization entity and all other information provided is accurate.
- (3) I am not subject to backup withholding either because I have not been notified that I am subject to backup withholding because of a failure to report all interest or dividends or the Internal Revenue Service has notified me that I am no longer subject to backup withholding.
- (4) I am a U.S. citizen (including a U.S. resident alien).

(You must cross out item (3) above if you been notified by the IRS that you are currently subject to backup withholding because of under-reporting interest or dividends on your tax return.)

Signature Neal E. Donahue, CFO

Date 6/26/12

AH # F

ADDITIONAL ADDRESSES:

If you have more than one shipping address and/or Purchase Order Address please list these addresses on a separate sheet of paper and attach it to your W-9 form. Identify each type of address as shipping or Purchase Order address. Please include your Dun & Bradstreet – Data Universal Numbering System (DUNS) number for each site. If you don't have a DUNS number, you may obtain one at no cost by calling **1-888-814-1435** or **1-866-705-5711**.

DEFINITIONS:

- **Small Business** means an independently owned and operated business which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years.
- **Minority-owned business** means a business concern that is at least 51% owned by one or more minority individuals or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals and both the management and daily business operations are controlled by one or more minority individuals.
- **Minority individual** means an individual who is a citizen of the United States or a non-citizen who is in full compliance with United States immigration law and who satisfies one or more of the following definitions:
 1. "African American" means a person having origins in any of the original peoples of Africa and who is regarded as such by the community of which this person claims to be a part.
 2. "Asian American" means a person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands, including but not limited to Japan, China, Vietnam, Samoa, Laos, Cambodia, Taiwan, Northern Mariana, the Philippines, a U.S. territory of the Pacific, India, Pakistan, Bangladesh, or Sri Lanka and who is regarded as such by the community of which this person claims to be a part.
 3. "Hispanic American" means a person having origins in any of the Spanish-speaking peoples of Mexico, South or Central America, or the Caribbean Islands or other Spanish or Portuguese cultures and who is regarded as such by the community of which this person claims to be a part.
 4. "Native American" means a person having origins in any of the original peoples of North America and who is regarded as such by the community of which this person claims to be a part or who is recognized by a tribal organization.
- **Women-owned business** means a business concern that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with the United States immigration law, and both the management and daily business operations are controlled by one or more women who are U.S. citizens or legal resident aliens.
- **Faith Based Organizations:** If you consider yourself a Faith Based Organization, please indicate on the front of the form in response to the question "Are you a Faith Based Organization".

Department of Minority Business Enterprise: If you have not registered with the Virginia Department of Business Enterprise, please do so at your earliest convenience. Additional information may be obtained at their web site, www.dmb.e.virginia.gov

Attachment G

FFATA Sub-recipient Required Data

This form must be completed, certified, and returned with the response to the RFP.

For VDSS Use Only – To be completed by Program Unit	
1. Federal Award Identifier Number (FAIN)	
2. Award Title	
3. CFDA	
4. Subaward Number	
To be completed by Subawardee	
5. Subawardee Legal Name	Lutheran Social Services/ NCA
6. Data Universal Numbering System (DUNS) number – 9 digits	53-0207407
7. Are you registered in the Central Contractor Registration (CCR)? If Yes, continue to question 8. If No, please go to question 9.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8. Is your registration CCR current and active? If Yes, enter expiration date. If No, continue to question 9.	<input checked="" type="checkbox"/> Yes Expiration Date: <u>02/22/2013</u> <input type="checkbox"/> No
9. In your business or organization's previous fiscal year, did your business or organization (including parent organization, all branches, and all affiliates worldwide) receive (1) 80 percent or more of your annual gross revenues in U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements; AND (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements? If Yes, continue to question 10. If No, please go to question 12.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
10. Does the public have access to information about the compensation of the executives through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986? (To determine if the public has access to the compensation information, see the U.S. Security and Exchange Commission total compensation filings at	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Attachment G

<p>www.sec.gov/answers/execomp.htm.)</p> <p>If Yes, please go to question 12. If No, please continue to question 11.</p>	
<p>11. List the names and total compensation of the top five highly compensated officers. <i>Total Compensation is the cash and noncash dollar value earned by the executive during the preceding fiscal year and includes the following: salary and bonus; awards of stock, stock options, and stock appreciation rights; earnings for services under non-equity incentive plans; change in pension value, etc. (for more information see 17 CFR 229.402 (c))</i></p> <p>Note: State and local governments are exempt from reporting executive compensation.</p>	<p>Officer 1 Name: _____</p> <p>Officer 1 Compensation: _____</p> <p>Officer 2 Name: _____</p> <p>Officer 2 Compensation: _____</p> <p>Officer 3 Name: _____</p> <p>Officer 3 Compensation: _____</p> <p>Officer 4 Name: _____</p> <p>Officer 4 Compensation: _____</p> <p>Officer 5 Name: _____</p> <p>Officer 5 Compensation: _____</p>
<p>12. Awardee Street Address 1</p>	<p>7401 LEESBURG PIKE</p>
<p>13. Street Address 2</p>	
<p>14. City</p>	<p>FALLS CHURCH</p>
<p>15. State</p>	<p>VIRGINIA</p>
<p>16. Zip + 4</p>	<p>22043-2807</p>
<p>17. Congressional District</p>	
<p>18. Place of Performance – primary site where the work will be performed (POP) Awardee Street Address 1</p>	<p>7401 LEESBURG PIKE</p>
<p>19. POP Street Address 2</p>	
<p>20. POP City</p>	<p>FALLS CHURCH</p>
<p>21. POP State</p>	<p>VIRGINIA</p>
<p>22. POP Zip + 4</p>	<p>22043-2807</p>
<p>23. POP Congressional District</p>	<p>8TH Congressional District</p>

Dun & Bradstreet website: <http://www.dnb.com/us/>
Central Contractor Registration website: <https://www.bpn.gov/ccr>

Attachment G

I certify that the above Subawardee information is correct, accurate, and will be maintained/updated as required to keep registration current.

Neal E. Grahue

Name

CFO

Title

6/26/12

Date

Virginia State Corporation Commission (SCC) registration information.

☒ is a corporation or other business entity with the following SCC identification number:

☐ is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust -OR-

☐ is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from offeror's out-of-state location) **-OR-**

☐ is an out-of-state business entity that is including with this proposal an opinion of legal counsel which accurately and completely discloses the undersigned offeror's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

****NOTE**** >> Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for proposals (the Commonwealth reserves the right to determine in its sole discretion whether to allow such waiver):

Date _____

Title

For att. #4

Commonwealth of Virginia



STATE CORPORATION COMMISSION

Richmond, June 4, 2012

This is to certify that a certificate of authority to transact business in Virginia was this day issued and admitted to record in this office for


LUTHERAN SOCIAL SERVICES OF THE NATIONAL CAPITAL AREA, INC.

*a corporation organized under the laws of WASHINGTON, D.C.
and that the said corporation is authorized to transact business in
Virginia, subject to all Virginia laws applicable to the corporation
and its business.*




*State Corporation Commission
Attest:*

Joel H. Beck
Clerk of the Commission

 **IRS** Department of the Treasury
Internal Revenue Service
P.O. Box 2508
Cincinnati OH 45201

In reply refer to: 0248556166
Oct. 06, 2009 LTR 4168C E0
53-0207407 000000 00
00011927
BODC: TE


LUTHERAN SOCIAL SERVICES OF THE
NATIONAL CAPITAL AREA INC
4406 GEORGIA AVE NW
WASHINGTON DC 20011-7124

018996

Employer Identification Number: 53-0207407
Person to Contact: Mr Galluppi
Toll Free Telephone Number: 1-877-829-5500

Dear Taxpayer:

This is in response to your request of Sep. 25, 2009, regarding your tax-exempt status.

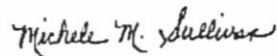
Our records indicate that a determination letter was issued in July 1959, that recognized you as exempt from Federal income tax, and discloses that you are currently exempt under section 501(c)(3) of the Internal Revenue Code.

Our records also indicate you are not a private foundation within the meaning of section 509(a) of the Code because you are described in section(s) 509(a)(1) and 170(b)(1)(A)(vi).

Donors may deduct contributions to you as provided in section 170 of the Code. Bequests, legacies, devises, transfers, or gifts to you or for your use are deductible for Federal estate and gift tax purposes if they meet the applicable provisions of sections 2055, 2106, and 2522 of the Code.

If you have any questions, please call us at the telephone number shown in the heading of this letter.

Sincerely yours,



Michele M. Sullivan, Oper. Mgr.
Accounts Management Operations I

MCB
CPAs SERVING CLIENTS SINCE 1947

**LUTHERAN SOCIAL SERVICES OF
THE NATIONAL CAPITAL AREA**

FINANCIAL STATEMENTS

AND

INDEPENDENT AUDITORS' REPORT

SEPTEMBER 30, 2011

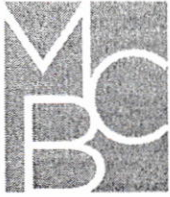
MATTHEWS, CARTER & BOYCE
RESPECT. CONFIDENCE. TRUST.

LUTHERAN SOCIAL SERVICES OF THE NATIONAL CAPITAL AREA

SEPTEMBER 30, 2011

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MATTHEWS, CARTER & BOYCE
RESPECT. CONFIDENCE. TRUST.

Independent Auditors' Report

To the Board of Directors
Lutheran Social Services of the National Capital Area
Falls Church, VA

We have audited the accompanying statement of financial position of Lutheran Social Services of the National Capital Area (LSS) as of September 30, 2011, and the related statements of activities and changes in net assets, functional expenses, and cash flows for the year then ended. These financial statements are the responsibility of LSS's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Lutheran Social Services of the National Capital Area as of September 30, 2011, and its changes in net assets, and its cash flows for the year then ended in conformity with accounting principles generally accepted in the United States of America.

In accordance with *Government Auditing Standards*, we have also issued our reports dated March 13, 2012, on our consideration of LSS's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements and other matters. The purpose of those reports is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the internal control over financial reporting or on compliance. Those reports are an integral part of an audit performed in accordance with *Government Auditing Standards* and should be considered in assessing the results of our audit.

Fairfax, Virginia
March 13, 2012

LUTHERAN SOCIAL SERVICES OF THE NATIONAL CAPITAL AREA

STATEMENT OF FINANCIAL POSITION

SEPTEMBER 30, 2011

ASSETS

CURRENT ASSETS

Cash and cash equivalents	\$ 1,138,310
Investment in mutual funds	335,083
Contract and grant receivables, net of allowance for doubtful accounts of \$20,000	560,608
Pledges receivable, net of long term	91,993
Prepaid expenses	61,270

Total Current Assets \$ 2,187,264

LONG TERM ASSETS

Pledges receivable, net of current portion of \$91,993, discount of \$5,606, and allowance for doubtful accounts of \$15,000	\$ 108,977
Property and equipment, net	664,514
Deposits	1,100

Total Long Term Assets \$ 774,591

TOTAL ASSETS \$ 2,961,855

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES

Accounts payable	\$ 8,855
Accrued expenses	177,018
Deferred revenue	158,477
Capital lease payable	6,160
Mortgage, current portion	60,000

Total Current Liabilities \$ 410,510

Interest rate swap agreement	296,437
Mortgage, net of current portion	1,558,390

Total Liabilities \$ 2,265,337

COMMITMENTS

NET ASSETS

Unrestricted	\$ 628,783
Temporarily restricted	67,735

Total Net Assets \$ 696,518

TOTAL LIABILITIES AND NET ASSETS \$ 2,961,855

LUTHERAN SOCIAL SERVICES OF THE NATIONAL CAPITAL AREA

STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS

YEAR ENDED SEPTEMBER 30, 2011

	Unrestricted	Temporarily Restricted	Total
REVENUE AND SUPPORT			
Government contracts and grants	\$ 4,185,552	\$ -	\$ 4,185,552
Contributions	614,803	-	614,803
Donated goods and services	130,327	-	130,327
United Way	8,750	41,027	49,777
Rental income	214,521	-	214,521
Adoption fees	89,373	-	89,373
Investment income	38	-	38
Other	28,250	-	28,250
Net assets released from restrictions	34,402	(34,402)	-
Total Revenue and Support	\$ 5,306,016	\$ 6,625	\$ 5,312,641
EXPENSES			
Direct Program Expenses			
Foster care services	\$ 2,111,435	\$ -	2,111,435
Refugee and immigration	1,745,666	-	1,745,666
Community services	138,324	-	138,324
Supporting Services			
Management and general	694,270	-	694,270
Facilities	302,606	-	302,606
Fundraising	222,947	-	222,947
Total Expenses	\$ 5,215,248	\$ -	\$ 5,215,248
OTHER GAINS/LOSSES			
Unrealized gain on interest rate swap agreement	(27,717)	-	(27,717)
TOTAL EXPENSES AND OTHER GAINS/LOSSES	\$ 5,187,531	\$ -	5,187,531
CHANGE IN NET ASSETS	\$ 118,485	\$ 6,625	\$ 125,110
NET ASSETS, BEGINNING OF YEAR	510,298	61,110	571,408
NET ASSETS, END OF YEAR	\$ 628,783	\$ 67,735	\$ 696,518

See notes to the financial statements.

LUTHERAN SOCIAL SERVICES OF THE NATIONAL CAPITAL AREA

STATEMENT OF CASH FLOWS

YEAR ENDED SEPTEMBER 30, 2011

CASH FLOWS FROM OPERATING ACTIVITIES

Change in net assets	\$ 125,110
Adjustments to reconcile change in net assets to net cash used in operating activities	
Depreciation	111,957
Unrealized gain on interest rate swap agreement	(27,717)
Changes in assets and liabilities:	
Increases in:	
Receivables	(95,361)
Prepaid expenses	(22,261)
Deposits	-
Decreases in:	
Accounts payable	(65,936)
Accrued expenses	(35,992)
Deferred revenue	(35,737)
Net Cash Used in Operating Activities	<u>\$ (45,937)</u>

CASH FLOWS FROM INVESTING ACTIVITIES

Investment in mutual funds, net	\$ (33)
Purchases of property and equipment	<u>(57,748)</u>
Net Cash Used in Investing Activities	<u>\$ (57,781)</u>

CASH FLOWS FROM FINANCING ACTIVITIES

Payments under capital lease payable	\$ (10,440)
Principal payments under mortgage payable	<u>(56,591)</u>
Net Cash Used in Financing Activities	<u>\$ (67,031)</u>

NET DECREASE IN CASH AND CASH EQUIVALENTS

\$ (170,749)

CASH AND CASH EQUIVALENTS, BEGINNING OF YEAR

1,309,059

CASH AND CASH EQUIVALENTS, END OF YEAR

\$ 1,138,310

SUPPLEMENTAL DISCLOSURE OF CASH FLOW INFORMATION

Cash payments for interest	<u><u>\$ 123,913</u></u>
----------------------------	--------------------------

There were no non-cash investing or financing activities during the year ended September 30, 2011.

LUTHERAN SOCIAL SERVICES OF THE NATIONAL CAPITAL AREA

STATEMENT OF FUNCTIONAL EXPENSES

YEAR ENDED SEPTEMBER 30, 2011

	Program Expenses			Total
	Foster Care Services	Refugee and Immigration	Community Services	Program Services
Salaries	\$ 958,621	\$ 748,019	\$ 72,282	\$ 1,778,922
Payroll taxes and benefits	178,729	158,711	14,193	351,633
Stipends	622,849	-	-	622,849
Assistance to individuals	29,221	368,475	200	397,896
Professional services	118,487	122,557	25,378	266,422
Donated goods and services	172	130,380	-	130,552
Depreciation	13,796	9,654	-	23,450
Temporary help	-	-	-	-
Telephone and communications	25,755	24,597	503	50,855
Interest expense	28,141	-	570	28,711
Professional fees	6,000	11,271	-	17,271
Insurance	16,570	13,459	275	30,304
Utilities and other occupancy	29,617	26,982	862	57,461
Rent	-	48,417	-	48,417
Supplies	3,934	11,686	1,140	16,760
Summer camp	93	-	9,525	9,618
Vehicle expense	4,965	1,863	3,421	10,249
Travel	35,753	43,459	2,681	81,893
Bank service charges/other fees	58	-	-	58
Moving	2,752	2,578	401	5,731
Printing and copying	3,493	2,950	262	6,705
Postage	124	753	6	883
Equipment leases	79	142	-	221
Equipment	17,124	9,929	1,279	28,332
Special events	-	-	-	-
Staff development	674	110	-	784
Advertising	2,974	1,765	98	4,837
Dues and subscriptions	5,000	-	-	5,000
Meetings	3,319	7,909	2,948	14,176
Other	3,135	-	2,300	5,435
Total direct expenses	\$ 2,111,435	\$ 1,745,666	\$ 138,324	\$ 3,995,425
Indirect costs	404,898	308,822	26,264	739,984
Total expenses	\$ 2,516,333	\$ 2,054,488	\$ 164,588	\$ 4,735,409

Supporting Services				
Management and General	Facilities	Fundraising	Total Supporting Services	Total
\$ 414,325	\$ 67,467	\$ 142,417	\$ 624,209	\$ 2,403,131
72,273	9,750	18,244	100,267	451,900
-	-	-	-	622,849
-	-	-	-	397,896
96,879	-	-	96,879	363,301
132	-	-	132	130,684
19,512	67,828	1,167	88,507	111,957
-	-	-	-	-
5,425	1,885	1,296	8,606	59,461
22,812	71,832	558	95,202	123,913
3,686	5,662	6	9,354	26,625
10,584	4,689	351	15,624	45,928
20,130	54,421	2,986	77,537	134,998
-	-	-	-	48,417
4,313	11,388	762	16,463	33,223
-	-	-	-	9,618
(5)	877	-	872	11,121
2,157	66	735	2,958	84,851
2,002	-	1,852	3,854	3,912
-	39	15	54	5,785
4,662	-	15,019	19,681	26,386
1,502	1,404	3,792	6,698	7,581
763	755	35	1,553	1,774
2,717	1,675	1,045	5,437	33,769
-	-	16,436	16,436	16,436
564	253	-	817	1,601
1,266	-	-	1,266	6,103
2,398	-	9,785	12,183	17,183
5,435	-	2,997	8,432	22,608
738	2,615	3,449	6,802	12,237
\$ 694,270	\$ 302,606	\$ 222,947	\$ 1,219,823	\$ 5,215,248
(694,270)	(87,826)	42,112	(739,984)	-
\$ -	\$ 214,780	\$ 265,059	\$ 479,839	\$ 5,215,248

LUTHERAN SOCIAL SERVICES OF THE NATIONAL CAPITAL AREA

NOTES TO FINANCIAL STATEMENTS

SEPTEMBER 30, 2011

Note 1. Nature of Activities and Significant Accounting Policies

Nature of activities

Lutheran Social Services of the National Capital Area (LSS) is a not-for-profit organization, which provides professional social services to individuals and families and assists congregations in responding to community needs through a variety of programs. These activities are funded primarily through government grants and contracts.

Recent accounting pronouncements

LSS adopted the provisions of SFAS No. 157, Fair Value Measurements, which was codified as FASB ASC 820 "Fair Value Measurements and Disclosures", during the year ended September 2010. In accordance with FASB ASC 820, LSS has categorized its financial instruments, based on the priority of the inputs to the valuation technique, into a three-level fair value hierarchy. The fair value hierarchy gives the highest priority to quoted prices in active markets for identical assets or liabilities (Level 1) and the lowest priority to unobservable inputs (Level 3). If the inputs used to measure the financial instruments fall within different levels of hierarchy, the categorization is based on the lowest level input that is significant to the fair value measurement of the instrument. Investments recorded in the Statement of Financial Position are categorized based on the inputs to valuation techniques as follows:

- Level 1 – Inputs to the valuation methodology are quoted in an active market or exchanges for identical assets and liabilities.
- Level 2 – Significant other observable inputs, which may include, but are not limited to, quoted prices for similar assets or liabilities in markets that are active, quoted prices for identical or similar assets or liabilities in markets that are not active, inputs other than quoted prices that are observable for assets and liabilities or other market corroborated inputs.
- Level 3 – Significant unobservable inputs based on the best information available in the circumstances to the extent observable inputs are not available, which may include assumptions made by the Board of Directors or persons acting at their direction that are used in determining the fair market value of the asset or liability.

Basis of presentation

The financial statement presentation follows the requirements of the Financial Accounting Standards Board in its Statement of Financial Accounting Standards (SFAS) No. 117, *Financial Statements of Not-for-Profit Organizations* which is codified as FASB ASC 958. Under FASB ASC 958, LSS is required to report information regarding its financial position and activities according to three classes of net assets: unrestricted net assets, temporarily restricted net assets, and permanently restricted net assets.

LSS reports gifts of equipment as unrestricted support unless explicit stipulations specify how the donated assets must be used. Gifts of long-lived assets with explicit restrictions that specify how the assets are to be used and gifts of cash or other assets that must be used to acquire long-lived assets are reported as restricted support. Absent explicit stipulations about how long those long-lived assets must be maintained LSS reports expirations of restrictions when the assets are placed in service.

LUTHERAN SOCIAL SERVICES OF THE NATIONAL CAPITAL AREA

NOTES TO FINANCIAL STATEMENTS

SEPTEMBER 30, 2011

Note 1. Nature of Activities and Significant Accounting Policies (Continued)

Income taxes

LSS is generally exempt from Federal income taxes under the provisions of Section 501(c)(3) of the Internal Revenue Code. In addition, LSS qualifies for charitable contribution deductions and has been classified as an organization that is not a private foundation. Income which is not related to exempt purposes, less applicable deductions, is subject to Federal and state corporate income taxes. LSS did not have any net unrelated business income for the year ended September 30, 2011.

The Financial Accounting Standards Board (FASB) issued Interpretation (FIN) No. 48, Accounting for Uncertainty in Income Taxes, an interpretation of FASB Statement No. 109, which is codified as FASB ASC 740. FASB ASC 740 requires changes in recognition and measurement for uncertain tax positions. LSS has determined that it does not have any uncertain tax positions. If this position changes, LSS will assess the impact of any such matters on its statement of financial position and its results of operations.

Basis of accounting

The accompanying financial statements are presented in accordance with the accrual basis of accounting, whereby revenue is recognized when earned and expenses are recognized when incurred.

Cash and cash equivalents

LSS considers demand deposits and money market funds to be cash and cash equivalents.

Financial risk

LSS maintains its cash in bank deposit accounts, which at times, may exceed federally insured limits. LSS has not experienced any losses in such accounts.

Contract and grant receivables

Receivables are generated from service fees and prime and sub-grant arrangements with governmental agencies and private foundations. The amounts represent invoices that have been prepared and sent to the customer. The provision for doubtful accounts is based on management's evaluation of the collectibility of receivables.

Accounts receivable are considered past due if the invoice has been outstanding for more than 30 days. LSS does not charge interest on accounts receivable.

Pledges receivable and promises to give

Unconditional promises to give are recognized as revenue in the period promises to give are received. Conditional promises to give are only recognized when the conditions, on which they depend, are substantially met and the promise becomes unconditional.

Promises to give, which are to be received in a future period, are discounted to their net present value at the time the promise is received. The provision for doubtful amounts is based on management's evaluation of the collectibility of promises to give.

Property and equipment

Property and equipment are recorded at cost and are depreciated using the straight-line method over their estimated useful lives. LSS capitalizes all property and equipment purchased with a cost of \$3,000 or more.

LUTHERAN SOCIAL SERVICES OF THE NATIONAL CAPITAL AREA

NOTES TO FINANCIAL STATEMENTS

SEPTEMBER 30, 2011

Note 1. Nature of Activities and Significant Accounting Policies (Continued)

Derivative financial instrument

LSS is subject to interest risk exposure in the normal course of pursuing its investment objectives. LSS holds an obligation under a Mortgage Agreement and the value of this obligation may increase as interest rates rise. To help hedge against this risk and to maintain its ability to reduce expenses at the prevailing market rates, LSS entered into an interest rate swap agreement to effectively convert a portion of their variable-rate debt to fixed-rate debt. Interest rate swap agreements involve the exchange by an organization with another party of their respective commitments to pay or receive interest with respect to the notional amount of the principal.

Derivatives, such as interest rate swap agreements, are recognized as either assets or liabilities in the accompanying statement of financial position and are measured at fair value in accordance with Statement of Financial Accounting Standards, (SFAS) No. 133, Accounting for Derivative Instruments and Hedging Activities, which is codified as FASB ASC 815, Derivatives and Hedging (FASB ASC 815). FASB ASC 815 establishes accounting and reporting standards for derivative instruments, including certain derivative instruments embedded in other contracts, and for hedging activities. Since the derivative instrument is not designated as a hedge instrument, it does not qualify for hedge accounting under FASB ASC 815. Accordingly, changes in the fair value are included as a component of total expenses and other gains/losses on the accompanying statement of activities and changes in net assets.

Valuation of long-lived assets

LSS accounts for the valuation of long-lived assets under Statement of Financial Accounting Standards (SFAS) No. 144, *Accounting for the Impairment or Disposal of Long-Lived Assets*, which is codified as FASB ASC 360. FASB ASC 360 requires that long-lived assets and certain identifiable intangible assets be reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount of an asset may not be recoverable. Recoverability of the long-lived asset is measured by a comparison of the carrying amount of the asset to future undiscounted net cash flows expected to be generated by the asset. If such assets are considered to be impaired, the impairment to be recognized is measured by the amount by which the carrying amount of the assets exceeds the estimated fair value of the assets. Assets to be disposed of are reportable at the lower of the carrying amount or fair value, less costs to sell.

Restricted and unrestricted revenue and support

Contributions received are recorded as unrestricted, temporarily restricted, or permanently restricted revenue, depending on the existence and/or nature of any donor restrictions.

All donor-restricted revenue is reported as an increase in temporarily or permanently restricted net assets, depending on the nature of the restriction. When a restriction expires (that is, when a stipulated time restriction ends or purpose of the restriction is accomplished), temporarily restricted net assets are reclassified to unrestricted net assets and reported in the statement of activities as net assets released from restrictions. However, if a restriction is fulfilled in the same period in which the support is received, LSS reports the support as unrestricted.

Revenue from foster care and other service fees are recognized as the services are performed.

LUTHERAN SOCIAL SERVICES OF THE NATIONAL CAPITAL AREA

NOTES TO FINANCIAL STATEMENTS

SEPTEMBER 30, 2011

Note 1. Nature of Activities and Significant Accounting Policies (Concluded)

Grants and contract awards

LSS has contracts with United States government agencies, as well as with state and local governments and private sources, in exchange for services. Revenue from these contracts is recognized as costs are incurred on the basis of direct costs plus allowable indirect costs subject to certain limitations based on stipulated level of effort requirements. Revenue recognized on grants that are unpaid is reflected as receivables in the accompanying statement of financial position.

Functional allocation of expenses

The costs of providing the various programs and other activities of LSS have been summarized on a functional basis in the accompanying statement of functional expenses. Costs that can be identified with particular programs or support functions are charged directly to that program or function. LSS allocates utilities, telephone and building expenses based on the square footage used by each program and supporting services based on units of service or total program costs.

Indirect costs

Indirect costs are allocated to U.S. government contracts and all other LSS programs based on direct program costs.

Donated goods and services

LSS receives donated services and goods. Donated goods are recorded as in-kind contributions at their estimated fair value at the date of donation. LSS recognizes contribution revenue for certain contributed services received at the fair value of those services, based upon the requirements of Statement of Financial Accounting Standards (SFAS) No. 116, Accounting for Contributions Received and Contributions Made, which is codified as FASB ASC 958. During the year ended September 30, 2011, LSS recognized \$130,684 as in-kind goods and services.

Estimates

The preparation of financial statements requires management to make estimates and assumptions that affect certain reported amounts of assets and liabilities, disclosures of contingent assets and liabilities at the date of the financial statements, and the reported amounts of revenue and expenses during the reporting period. Actual results could differ from those estimates.

Note 2. Pledges Receivable

Promises to give of \$221,576 are outstanding as of September 30, 2011. The promises due over future periods have been discounted using discount rates of 3.25 % and 4.5%. The provision for doubtful accounts is based on management's evaluation of the collectibility of the pledges.

Promises to give	\$ 221,576
Less, provision for doubtful promises to give	(15,000)
Less, discount on promises to give	(5,606)
	<hr/>
	\$ 200,970
Less, current portion	(91,993)
	<hr/>
	<u>\$ 108,977</u>

LUTHERAN SOCIAL SERVICES OF THE NATIONAL CAPITAL AREA

NOTES TO FINANCIAL STATEMENTS

SEPTEMBER 30, 2011

Note 2. Pledges Receivable (concluded)

The anticipated collections of the promises to give based upon the stated payment terms are as follows:

Years Ending September 30,	
2012	\$ 91,993
2013	44,740
2014	34,590
2015	30,310
2016	16,704
Thereafter	<u>3,239</u>
	<u>\$ 221,576</u>

Note 3. Investment in Mutual Funds

All of the investment assets recorded in the statement of financial position are categorized based on the inputs to the valuation technique and are at quoted prices in active markets for identical assets, Level 1 assets. At September 30, 2011, investments maintained by LSS consist of \$335,083 in a mutual fund account with a national brokerage firm. Investment income for the year ended September 30, 2011, was \$38.

Note 4. Property and Equipment

Property and equipment and accumulated depreciation at September 30, 2011 are as follows:

Asset Category	Estimated Useful Lives	Cost	Accumulated Depreciation	Net
Land	-	\$ 201,691	\$ -	\$ 201,691
Buildings	25 years	892,449	678,803	213,646
Office and computer equipment	5 to 10 years	136,136	81,575	54,561
Leasehold improvements	10 to 25 years	288,591	148,860	139,731
Vehicles	5 years	<u>115,329</u>	<u>60,444</u>	<u>54,885</u>
		<u>\$ 1,634,196</u>	<u>\$ 969,682</u>	<u>\$ 664,514</u>

Note 5. Line of Credit

As of September 30, 2011, LSS has a maximum line of credit in the amount of \$175,000. The line of credit is secured by a deed of trust and assignment of rents and security agreements. Borrowings accrue interest at the financial institution's prime rate plus 1%. The agreement will expire on February 26, 2012, at which time all outstanding amounts will be due. The line of credit is reduced by the outstanding balance on a letter of credit. The letter of credit did not have a balance outstanding as of September 30, 2011.

LUTHERAN SOCIAL SERVICES OF THE NATIONAL CAPITAL AREA

NOTES TO FINANCIAL STATEMENTS

SEPTEMBER 30, 2011

Note 6. Mortgage Payable

On April 17, 2006, LSS entered into a modified promissory note agreement with a principal balance of \$1,880,000. This mortgage note is payable in monthly installments of principal and interest of \$15,042. All remaining principal and interest shall be due and payable on April 15, 2016. This note bears interest at the one month LIBOR plus 2%. The mortgage is collateralized by a first deed of trust on property located at 4406 Georgia Avenue, N.W., Washington, DC. The amount outstanding on this mortgage payable as of September 30, 2011 was \$1,618,390.

The scheduled future principal payments under the mortgage payable at September 30, 2011, are as follows:

<u>Years Ending</u> <u>September 30,</u>	
2012	\$ 60,000
2013	66,035
2014	71,113
2015	76,314
2016	<u>1,344,928</u>
	<u>\$ 1,618,390</u>

Note 7. Capital Lease Payable

LSS uses copiers which were acquired under capital lease arrangements. The copier lease is payable in monthly installments, including principal and interest, through April 2012. The lease payment was originally \$813 through April 2008. The lease payment increases each May by 2% for the following year.

At September 30, 2011 the cost of equipment under the capital lease included in property and equipment and the related accumulated depreciation were \$50,576 and \$34,028, respectively. Total depreciation expense on the equipment under capital leases was \$10,451.

The following is a schedule of the future minimum lease payments under the capital lease.

<u>Year Ending</u> <u>September 30,</u>	
2012	\$ <u>6,160</u>

Note 8. Derivative Financial Instruments

FASB ASC 815 establishes accounting and reporting standards for derivative instruments, including certain derivative instruments embedded in other contracts, and for hedging activities. LSS utilizes a derivative, a fixed interest rate swap, to add stability to interest expense and to manage exposure to interest rate movements. Consistent with FASB ASC 815, LSS records derivative financial instruments in the statement of financial position as a liability measured at fair value. FASB ASC 815 permits special hedge accounting if certain requirements are met.

LUTHERAN SOCIAL SERVICES OF THE NATIONAL CAPITAL AREA

NOTES TO FINANCIAL STATEMENTS

SEPTEMBER 30, 2011

Note 8. Derivative Financial Instruments (Concluded)

As of September 30, 2011, no derivatives were designated as fair value hedges or cash flow hedges. Derivatives not designated as hedges are not speculative and are used to manage exposure to interest rate movements, but do not meet the strict hedge accounting requirements of FASB ASC 815. Changes in the fair value of derivative financial instruments are recorded as a component of total expenses and other gains/losses in the statement of activities and changes in net assets. For the year ended September 30, 2011 LSS recorded \$27,717 as an unrealized gain on the interest rate swap agreement in the statement of activities and changes in net assets. At September 30, 2011, the fair value of the interest rate swap was in favor of Wachovia. LSS has recorded a liability for this amount on its September 30, 2011 statement of financial position.

The following table lists the interest rate swap held by LSS as of September 30, 2011:

Notional Amount	Index	Interest Rate	Fair Value	Instrument	Maturity Date
\$1,674,981	One month LIBOR	7.41%	\$ (296,437)	Swap	04/15/16

Note 9. Temporarily Restricted Net Assets

Temporarily restricted net assets at September 30, 2011, consist of time restricted promises to give from the United Way in the amount of \$67,735.

Note 10. 401(k) plan

LSS sponsors a 401(k) plan that covers its full-time employees. Under the plan, employees may make elective deferrals into the plan on the first of the month following date of hire. For employees who make elective deferrals LSS may make a discretionary match. The discretionary match is calculated after the close of the plan year which runs from July 1st to June 30th. To be eligible to receive the match, an employee must have been employed for one year and must have worked 1000 hours.

There is a three year vesting schedule for the employer match portion. Vesting is attained at 33-1/3% per annum for each of three years. Pension expense totaled \$58,701 for the year ended September 30, 2011.

Note 11. Major Grantor

LSS receives a substantial portion of its support from the government of the District of Columbia. If a significant reduction in the level of this support should occur, it may have an adverse effect on LSS's programs.

LUTHERAN SOCIAL SERVICES OF THE NATIONAL CAPITAL AREA

NOTES TO FINANCIAL STATEMENTS

SEPTEMBER 30, 2011

Note 12. Risks and Contingencies

Federal Awards

LSS participates in a number of federally funded programs which are subject to financial and compliance audits by Federal agencies or their representatives. Management does not anticipate any significant adjustments as a result of such audits.

Department of Health and Human Services (DHHS)

LSS has acquired certain equipment for use in its programs with funding obtained as a pass-through from DHHS from the Maryland Office of Refugees and Asylees of the Department of Human Resources of the State of Maryland (MORA). Under the grant agreement, title of any assets purchased by LSS using the funds received from MORA over \$50 will be vested in MORA while a listing of these assets has to be submitted to MORA at the conclusion of the grant. MORA may require LSS to deliver these assets to MORA. The assets purchased using these grant proceeds are included in the accompanying statement of functional expense under the caption "equipment."

Note 13. Commitments

Operating leases

LSS leases space for its office located in Silver Spring under a lease which expired in May 2011. Until the lease was renewed the office was rented on a month to month basis following the May 2011 expiration of the previous lease. This lease was renewed January 1, 2012. The termination date of the lease is now September 30, 2012. The monthly rent during the term of this lease will be \$1,491 per month.

LSS leases office space in Baltimore under a lease which expired September 30, 2011. This lease was renewed October 1, 2011, for a one year term. Under this lease renewal period monthly rent will be \$1,505.

There are no future minimum rental commitments under these leases at September 30, 2011. Total rent charged to operations for the year ended September 30, 2011, was \$48,417.

LSS also has lease arrangements with tenants to lease space from LSS in its building. The total rent income for the year ended September 30, 2011, was \$214,521. Future minimum rental income under these lease arrangements for the years ending September 30 is as follows:

Years Ending
September 30,

2012	\$ 197,480
2013	201,125
2014	<u>18,004</u>
	<u>\$ 416,609</u>

LUTHERAN SOCIAL SERVICES OF THE NATIONAL CAPITAL AREA

NOTES TO FINANCIAL STATEMENTS

SEPTEMBER 30, 2011

Note 14. Financial Instruments Reported at Fair Value

Interest rate swap

LSS uses an interest rate swap to manage interest rate risk associated with floating rate debt. The valuation of these instruments is determined using widely accepted valuation techniques including discounted cash flow analysis on the expected cash flows of each derivative. The valuation of these transactions are based the contractual terms of the derivatives, including the period to maturity, and uses observable market-based inputs, including interest rate curves, foreign exchange rates and implied volatilities. The fair value of the interest rate swap is determined using the market standard methodology of netting the discounted future fixed cash payments and the discounted expected variable cash receipts. The variable cash receipts are based on an expectation of future interest rates (forward curves) derived from observable market interest rate curves.

To comply with the provisions of FASB ASC 820, LSS incorporates credit valuation adjustments to appropriately reflect both their own nonperformance risk and the respective counterparty's nonperformance risk in the fair value measurements. In adjusting the fair value of derivative contracts for the effect of nonperformance risk, LSS has considered the impact of netting and any applicable credit enhancements, such as collateral postings, thresholds, mutual puts and guarantees.

Although LSS has determined that the majority of the inputs used to value the interest rate swap fall within Level 2 of the fair value hierarchy, the credit valuation adjustments associated with this instrument utilize Level 3 inputs, such as estimates of current credit spreads to evaluate the likelihood of default by LSS and the counterparty. However, as of September 30, 2011, LSS has assessed the significance of the impact of the credit valuation adjustments on the overall valuation of the derivative position and has determined that the credit valuation adjustments are not significant to the overall valuation of the interest rate swap. As a result, LSS has determined that the interest rate swap valuation in its entirety is classified in Level 2 of the fair value hierarchy.

Assets and liabilities at fair value

The table below presents LSS' assets and liabilities measured at fair value on a recurring basis as of September 30, 2011, aggregated by the level in the fair value hierarchy within which those measurements fall.

	Quoted Prices In Active Markets for Identical Assets And Liabilities (Level 1)	Significant Other Observable Inputs (Level 2)	Significant Unobservable Inputs (Level 3)	Total
Mutual funds	\$ 335,083	\$ -	\$ -	\$ 335,083
Interest rate swap	-	(296,437)	-	(296,437)
Totals	\$ 335,083	\$ (296,437)	\$ -	\$ 38,646

LSS did not have any fair value measurements using significant unobservable inputs (Level 3) as of September 30, 2011.

LUTHERAN SOCIAL SERVICES OF THE NATIONAL CAPITAL AREA

NOTES TO FINANCIAL STATEMENTS

SEPTEMBER 30, 2011

Note 15. Subsequent Events

As required by the Statement of Financial Accounting Standards (SFAS) No. 165, *Subsequent Events*, which is codified by FASB ASC 855, LSS has evaluated events and transactions that occurred after September 30, 2011 through March 13, 2012, the date the financial statements were available to be issued. There were no events occurring subsequent to September 30, 2011 that would have a material impact on LSS' results of operations or financial position as of September 30, 2011.

VIRGINIA DEPARTMENT OF SOCIAL SERVICES
Virginia Office of Newcomer Services



Announces
A Request for Proposals (RFP)

For Funding Under the

Virginia Refugee Resettlement Program

RFP NUMBER:	CVS-12-089
ISSUE DATE:	May 25, 2012
TITLE:	Virginia Refugee Resettlement Program (VRRP)
COMMODITY CODE:	952-75
LOCATION:	Statewide
INITIAL CONTRACT PERIOD:	October 1, 2012 to September 30, 2013
PROPOSAL DUE DATE AND TIME:	June 29, 2012 - 4:00 p.m.
ISSUING AGENCY:	Commonwealth of Virginia Department of Social Services Office of Newcomer Services-15th Floor 801 East Main Street Richmond, Virginia 23219-2901

Sealed Proposals will be received until June 29, 2012 at 4:00 p.m.

Proposals received after the deadline will be returned without consideration.

Send by U.S. mail or private mail carrier or hand-deliver directly to:

VDSS - Office of Newcomer Services
ATTN: Brent Sutton
801 East Main Street – 15th Floor
Richmond, VA 23219-2901

A MANDATORY pre-proposal conference will be held on **Wednesday, June 13, 2012 at 10:30 a.m.** at the Virginia Department of Social Services, located at 801 East Main Street, Richmond, VA 23219-2901. Proposals will not be accepted by offerors who do not attend this mandatory pre-proposal conference

This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against an offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

**2012 Events Calendar**

The following events and dates set forth public information for the RFP process.

ACTION**DATE**

- Release of Published RFP May 25, 2012
- Mandatory Pre-Proposal Conference June 13, 2012 10:30 AM-12:30 PM
- Question and Answers Addendum posted June 14, 2012
- Deadline for RFP Responses to ONS June 29, 2012 (4:00 PM)
- Announcement of awards August 2012
- New Contracts Effective Date October 1, 2012

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Appendix A Federal Funding Time Table

Appendix B Comprehensive Resettlement Plan

REQUEST FOR PROPOSALS (RFP)
RFP No. CVS-12-089

Issue Date: May 25, 2012
Title: Refugee Resettlement Program
Commodity Code: 95275
Location: Statewide
Contract Period: October 1, 2012 – September 30, 2013 (Renewable)
Sealed Proposal Due Date & Time: **June 29, 4:00 p.m. Eastern Time**
Issuing Agency: Commonwealth of Virginia
Department of Social Services
Office of Newcomer Services
801 East Main Street, 15th Floor
Richmond, VA 23219-2901

SEALED PROPOSALS ARE TO BE MAILED OR HAND DELIVERED TO THE ABOVE ADDRESS.

Proposals for providing the services described herein will be received subject to the conditions cited herein until the proposal due date and time shown above. **PROPOSALS RECEIVED AFTER THAT TIME WILL BE RETURNED WITHOUT CONSIDERATION. DO NOT FAX OR E-MAIL.**

All inquiries for information should be directed to Brent Sutton: Phone: (804) 726-7928
Email: brent.sutton@dss.virginia.gov

In compliance with this Request for Proposals (RFP) and to all the conditions imposed therein and hereby incorporated by reference, the undersigned Applicant agrees to furnish the services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation

<hr/> <div>(Name of Organization)</div> <hr/> <div>(Address – Line 1)</div> <hr/> <div>(Address – Line 2)</div> <hr/> <div style="text-align: right;">ZIP Code:</div> <hr/> <div>Facsimile: ()</div> <hr/>	<div>Date:</div> <hr/> <div>Signature:</div> <hr/> <div>Printed Name:</div> <hr/> <div>Title:</div> <hr/> <div>Phone: ()</div> <hr/> <div>E-mail:</div> <hr/>
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This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, status as a service-disabled veteran, or any other basis prohibited by state law relating to discrimination in employment. **Mandatory Pre-proposal Conference:** A mandatory pre-proposal conference will be held on June 13 from 10:30 am to 12:30 pm at the Virginia Department of Social Services, 801 East Main Street, Richmond, VA. See Section IX contained herein.

I. Purpose

The Virginia Department of Social Services (VDSS) Office of Newcomer Services (ONS) requests proposals from community-based organizations or non-profit agencies for provision of employment services and employability services, including English language training, to refugees and other eligible populations for services through the Virginia Refugee Resettlement Program (VRRP).

Funds for this Request for Proposals (RFP) are made available through the Refugee Social Services (RSS) Program and the Targeted Assistance Program (TAP), both of which are funded and administered at the federal level by the Office of Refugee Resettlement (ORR). ONS administers Virginia's allocation of RSS and TAP funds and desires to award sub-grants to those applicants that submit proposals for service delivery that best match the requirements of this RFP and provide the best value to the Commonwealth and constituents. Best value awards are based on evaluation criteria as stated in this solicitation (see Section VII. of this RFP). The federal CFDA number for these funds is 93.566.

II. Background Information

Under the Refugee Act of 1980, newly arrived refugees in the United States are resettled by national voluntary agencies (VOLAGS) through an agreement with the Department of State (DOS). VOLAGS receive federal funding from the DOS for reception and placement (R&P) services to refugees. R&P services cover initial resettlement costs including providing food and shelter, pocket money, orientation, assistance with applications and health screenings, and initial employability services.

The United States Department of Health and Human Services (DHHS), Office of Refugee Resettlement (ORR), funds states to provide cash and medical assistance, employment and training programs, and support services to employable refugees to ensure their early employment and economic independence shortly after arrival in the United States. The Virginia Office of Newcomer Services administers federally funded programs for refugees in Virginia. Currently, Refugee Cash Assistance (RCA), which is special cash assistance for needy refugees not eligible for cash assistance under Temporary Assistance to Needy Families (TANF) and Refugee Medical Assistance (RMA), special medical assistance for refugees who do not qualify for Medicaid, are available to refugees for a maximum of eight months after arrival.

Typically, refugees that arrive in Virginia subject to a 30 day reception and placement (R&P) period may be enrolled afterward in RSS and or TAP services. Other arrivals to Virginia, such as refugees moving into Virginia from other states, and those not subject to reception and placement, such as those receiving Special Immigrant Visas (SIVS), may be provided employment services immediately upon verification of their eligibility status for receiving refugee services.

Employment services for refugees are intended to reduce or eliminate refugee public assistance dependency through job placement. Refugee Social Services (RSS) funds are intended to serve refugees who have been in the U.S. less than sixty months (five years).

Services provided under both RSS and TAP funds are identical. However, applicants receiving TAP funds may wish to "target" services to refugees with specific barriers or vulnerabilities, as long as the Priority Order for Service Delivery is maintained. (See at V.F Priority Order for Service Delivery on page 15.)

A. Applicant Eligibility

Community-Based Organizations, Non-Profit Organizations, and Public Agencies with experience in providing a range of employment services along with other supportive services to refugees are invited to respond to this solicitation. All non-profit agencies must be incorporated in the State of Virginia and hold, or be in the process of securing, IRS tax status of 501(c) 3. All public agencies must include the Commonwealth of Virginia in their area of jurisdiction. **Applicants to this RFP must:**

1. have verifiable, successful experience operating a similar employment project within the past five years;
2. have a facility with capacity to reasonably and effectively provide services to diverse refugee populations. ONS reserves the right to inspect any facility or space in which services are rendered in order to verify its suitability; and
3. include in their proposal descriptions of previous experience that uniquely qualifies their organization to provide the proposed services.

B. Eligible Individuals to Be Served:

Individuals eligible for services under the federal Refugee Resettlement Program, applicable to Virginia, are those individuals that have been given official designation from the Department of State, Department of Homeland Security, or the Office of Refugee Resettlement. Individuals that can be served are: refugees, asylees, Cuban/Haitian entrants, Iraqis or Afghans with Special Immigrant Visa (SIV) status, certain Amerasians, unaccompanied refugee minors including Special Immigrant Juveniles, and victims of human trafficking and/or torture.

In order to be eligible to be served by the funds allocated in this RFP – RSS and TAP Programs – an individual must provide documentation that he or she has been given one of the official designations as indicated by their immigration status. When used in this RFP, the term “refugee” refers to anyone who possesses any of the statuses listed below:

- **Refugee** - a person who is outside his/her country of origin because of a well-founded fear of persecution due to race, religion, nationality, political opinion, or membership in a social group. Eligible participants hold the legal immigration status of a refugee, which is granted before their arrival in the United States,
- **Asylee** - a person who, either after arrival in the U.S. or at a border, demonstrated that he/she qualified under the “refugee” definition. Asylees do not enter the United States with the legal status of refugee, but rather apply for asylum after they have arrived. Asylum is adjudicated through immigration courts or judges. Once granted asylum, the individual is eligible for all services and support offered by VRRP.
- **Cuban / Haitian Entrant** – a person from Cuba or Haiti who has been admitted or paroled into the United States under P.L. 96-422 or obtained that immigration status after arrival.
- **Amerasian** – a person of American and Asian descent, especially one whose mother is Asian and whose father is American. Certain Amerasians from Vietnam are admitted into the United States as immigrants under the provisions of specific federal laws. These individuals were born in Vietnam after January 1, 1962, and before January 1, 1976, and were fathered by U.S. citizens. Eligible spouses, children, and parents or guardians also qualify for the program.
- **Iraqi or Afghan with special immigrant visa (SIV) status** – a person who was granted SIV status under Section 8120 of P.L. No. 111-118, Department of Defense Appropriations Act, 2010. An Afghan or Iraqi with SIV status is eligible for refugee and entitlement benefits for the same time period as refugees.

- **Victims of Human Trafficking** – a person who has been certified by the federal Office of Refugee Resettlement as a victim of a severe form of human trafficking under Public Law No. 106-386, Div. A, 114 Stat.1464 (2000). Victims of Trafficking are eligible for benefits and services to the same extent as refugees.

C. Period of Contract:

The initial contract period shall be federal fiscal year (FFY) 2013 beginning October 1, 2012 through September 30, 2013. Grants awarded as a result of this RFP may be renewed annually for up to four additional years, subject to the availability of funds and performance of the contractor.

D. Contract Funding:

The total amount of funds available under this RFP is \$1,773,000 in the two categories of:

RSS	\$1,538,000.00
TAP	\$ 235,000 00
TOTAL	\$ 1,773,000.00

The RSS funds available to Virginia through this RFP are Virginia's portion of ORR's allocations to states based on a three-year funding formula for refugee social services (RSS) that is derived from refugee arrival figures. RSS funds may be spent for the approved services for refugees that reside anywhere in Virginia. Targeted Assistance Grant (TAP) funds are based on a two-year funding formula that ranks and qualifies localities on various indicators. For this RFP, only the following Virginia localities qualify for TAP funds:

- Counties of Arlington and Fairfax; and
- Cities of Alexandria, Falls Church and Fairfax

TAP funds can be used to provide approved services to refugees that reside in those jurisdictions only.

III. Statement of Need

The domestic refugee resettlement program in the United States provides refugees the safety and security stipulated in the Refugee Act of 1980. Resettlement offices, through their Reception and Placement (R&P) Programs, provide newly arrived refugees with housing, food, access to health care, and orientation to life in America. From the first day of arrival, refugees must begin to adjust to American culture and begin to understand and access the services in communities in which they live. The provision of employment services is the key component in the resettlement process, but employment alone does not lead to successful resettlement.

Office of Newcomer Services regards successful refugee resettlement to be a continuum involving the efforts of many actors working cooperatively over a period of time which leads from refugees' initial arrival into Virginia, to self-sufficiency, and ideally citizenship and full participation in the communities in which they reside.

The Office of Newcomer Services, in conjunction with resettlement providers, has developed a time matrix to serve as a guide and representation of the federal funding period from date of arrival for respective types of service. (See **Appendix A "Federal Funding Time Table"**) The

Time Table also incorporates into the matrix the potential for non-federal funding sources as a part of the funding time continuum. This solicitation does not require matching funding. Nevertheless, all applicants must be mindful that non-federal funding sources, including in-kind and volunteer resources, are crucial if resettlement is to be successful at the local level.

The primary need this RFP meets is the provision of employment services and employability services, including English language training, that lead to employment as soon as possible after the eligible individual enters the contractor's caseload. Early employment leads to economic self-sufficiency for the family and increases the refugee's early integration into the community. Contractors that receive funds through this RFP will provide effective employment and employability services that are integrated into, and are a part of, cohesive and comprehensive resettlement services.

IV. Comprehensive Resettlement

A. Comprehensive Resettlement Plan

A guiding principle for refugee resettlement in Virginia is that refugees are best served by a community-based system of care that is comprehensive, coordinated, and responsive to the strengths and needs of eligible refugees and their families.

Successful resettlement requires that the physical and emotional well-being of refugees and their families are addressed in a positive way as services are being delivered. Successful resettlement also requires a comprehensive, planned approach that begins with case management that is carried out through management of a case plan. Office of Newcomer Services, with input from Virginia service providers, has developed a template that serves as a framework for case management. See **Appendix B, Comprehensive Resettlement Plan (CRP)**.

The CRP sets the framework for case-managed service delivery to refugees in the Commonwealth of Virginia. The CRP is both a comprehensive and integrated approach to the delivery of refugee employment services. Successful applicants must ensure that all core employment services, including English Language Training (ELT) and other employability services will be provided within the context of a comprehensive case management approach to service delivery.

Comprehensive case management requires that the service provider do the following:

1. Have established linkages with existing community service providers; a strategy for maintaining those linkages and creating additional linkages based on the client's service needs; and a mechanism for linking the client with other community service providers.
2. Develop, jointly with the client and with each family member a **Comprehensive Resettlement Plan (CRP)** that both describes the refugees' individual employment, English fluency, education, and health needs; and incorporates a method to measure and track progress in each area for that individual.

NOTE: The CRP must define the strategies needed to meet the goals of economic self-sufficiency and all benchmarks that will measure a refugee's progress toward self-sufficiency. **All service delivery plans submitted with applications to this solicitation must be consistent with the CRP template contained in the solicitation. Applicants**

awarded funds must incorporate this CRP as their primary casework form. ONS is refining and modifying the CRP template and the final version will be mandatory for use by all contractors beginning October 1, 2012.

B. Virginia Refugee Resettlement Model

The Virginia Refugee Resettlement Model is the framework for refugee resettlement in Virginia.

Virginia's refugee resettlement model is based on the guiding principles above that refugees are best served by a community-based system of care that is comprehensive, coordinated, and responsive to the strengths and needs of refugees and their families. Comprehensive case management connects the client with service agencies, organizations, and volunteers in the communities where the client lives and works.

Virginia's model of refugee resettlement originates from the purpose of the refugee resettlement program at the federal level, namely: promoting effective resettlement through attainment of economic self-sufficiency at the earliest time possible. The model is based on the following elements:

1. Long-term public assistance utilization is not an acceptable way of life in America, and is therefore not a resettlement option;
2. A refugee's early employment promotes his/her earliest economic self-sufficiency;
3. Refugee resettlement involves many services that may be provided concurrently, progressively, or successively, but always constituting a continuum of services beginning at the time of the refugee's arrival in the U.S. and continuing through self-sufficiency leading up to citizenship;
4. Language access is critical to the resettlement process and must be fostered by all who work in some way with refugees;
5. Services must be sensitive to cultural issues and must be implemented by a staff that, as closely as possible, mirrors the populations served;
6. Refugees are best served by linking them to service providers that are conveniently located in the communities where they live;
7. Coalitions of service providers ensure strong public/private partnerships and work to maximize resources;
8. Ongoing community dialogue regarding delivery of services to refugees is essential to provide local awareness of and input into the process to ensure adequate levels of local support for the resettlement effort;
9. Service providers must work in coordination with other agencies to maximize community resources and create a seamless service delivery system; and
10. Mutual assistance associations (refugee self-help groups) and ethnic organizations bring unique strengths and cultural knowledge to the resettlement process and should be included in the service network.

All service delivery plans submitted with applications to this solicitation must be consistent with the Virginia Model for Refugee Resettlement Model outlined here.

V. Desired Services

Part 400.140-400.156 of title 45 Refugee Social Services (RSS) of the Code of Federal Regulations enumerates those services that may be provided with RSS and TAP dollars. The services foster the idea of personal responsibility and promote the economic self-sufficiency of each refugee as soon as possible. For this reason, employment services that lead directly to employment are given first priority. (Reference Virginia Refugee Program Policy Manual @ www.dss.virginia.gov/family/ons for a more detailed description of refugee social services)

A. Scope

All proposals must describe a service model that specifically provides employment services designed to assist refugees in securing employment. The key program components of the model consist of employment services provided concurrently with English language training (ELT) to help refugees become employed. All services delivered will be to those refugees formally enrolled in employment services by the contractor, and subject to the refugee household's Comprehensive Resettlement Plan. Such refugees are considered to be a part of Refugee Social Services Employment Program (RSSEP) which entails all services provided through Refugee Social Services (RSS) and the Targeted Assistance Program (TAP).

The scope of services and the services provided are identical for both RSS and TAP services.

B. Case Management

1. Services

CM services consist of, but are not limited to outreach, linking refugees to available resources, advocacy, counseling/guidance, continuing assessment of the refugee and his/her families needs and/or problems and providing services accordingly, monitoring progress toward established goals and objectives, and ensuring that all services are provided and performed by the refugee.

CM services focus on removing barriers; social adjustment; strengthening, supporting and promoting employment; helping refugees with their permanent status adjustment, ID card and employment authorization card; providing transportation, translation and interpretation services; and linking and/or helping refugees with utilization of other community services in order for the refugee to achieve and maintain economic self-sufficiency, family stability or well-being, and community integration.

2. Case Manager

A case manager will be assigned to each refugee family or individual. Comprehensive case management requires that the service provider do the following:

- a. Have established linkages with existing community services providers; a strategy for maintaining those linkages and creating additional linkages based on the client's service needs; and a mechanism for linking the client with other community service providers.
- b. Develop, jointly with the client and with each family member, a Comprehensive Resettlement Plan (CRP) that describes both the refugees' overall needs for individual employment, English fluency, education, and health needs; and incorporates a method to measure and track progress in each area for that individual.
- c. Review the needs of all individuals in the refugee household to ensure that service considerations address the entire household, and thereby facilitate and encourage the strength and well-being of the family.
- d. Solicit input from all adult family members along the continuum of service delivery to bolster confidence and trust, assimilation into the community, and support sound-decision-making.

In addition, all case managers will a) utilize the CRP to guide the management process, and b) monitor all activities in relation to the fulfillment of the CRP. If a refugee has not achieved self-sufficiency after 12 months, a new CRP must be developed. The case manager, along with the refugee, identifies specialized, intensive services that will ensure independence and family stability as early as possible; and c) will maintain a case file for each refugee served and document services and assistance provided both in the case and in the Virginia Information Newcomer System (VNIS).

C. Core Employment Services (ES)

Employment services are to be provided concurrently with case management services with the express purpose of preparing refugees for employment. Preparation services should lead to job referrals that lead to job placements. After placement in a job, follow-up with the employee as well as the employer is important to ensure success on the job.

Employment services consist of the following: development of an individual employability plan for each employable adult, world-of-work and job orientation, job clubs, job workshops, job development, referral to job opportunities, job search, and job placement and follow-up.

- a. Development of an individual employability plan as part of the Comprehensive Resettlement Plan outlined in this RFP. The employability plan serves as the foundation and outline for all proposed services. The employability plan is specific in enumerating barriers and obstacles to employment. It must incorporate strategies to be used to address barriers and a schedule that includes goal dates.
- b. World of work and job orientation is the provision of employment-specific information and cross-cultural work experiences to individual refugees or groups of refugees. Topics center on familiarizing the refugee with the American workplace, and usually include: comparative work experiences, available employment services, finding a job and succeeding on the job. In Virginia, these services have often been termed "pre-employment training." Regardless of the term used, orientation to world of work must entail the activities described here

and utilize a written orientation curriculum.

- c. Job clubs and job workshops are designed as support activities for persons who need the guidance of a workshop leader to improve job-seeking skills. Workshops provide activities such as preparing job applications, resume writing, job seeking methods, interviewing techniques and other related job seeking skills.
- d. Job development includes activities conducted on behalf of a particular refugee that are designed to locate suitable job openings for the individual and/or market the individual to employers. Activities also expand the number of potential employers for placements of refugees in full-time and part-time employment. Examples of job development activities might include resume writing, labor market analysis, and employer and client training on cross cultural differences on the job. After placement, an essential activity is an employer contact to assess employer satisfaction with refugee employees and to determine if additional assistance from the provider agency would improve employer satisfaction.
- e. Referral to job opportunities is the act of bringing to the attention of an employer a participant who needs a job and/or informing the participant of a suitable opening with the employer. A job referral should provide complete information to the refugee about the job, including the type of work, wage, benefits, hours per week, and other requirements.
- f. Job search is a supervised process that teaches job seeking skills and techniques and requires participants to actively seek employment. Examples of job search activities might include assistance in identifying types of employment to target and employers to contact, assistance in completion of job applications, job interview skills training, and arrangement of transportation to interviews. During job search, participants may also be assisted with filling out applications and development of resumes.
- g. Job placement is an unduplicated placement in an unsubsidized job as a result of either: 1) a documented referral by the service provider made on behalf of an individual to the employer (direct agency placement), or 2) a specific employment service provided by the service provider, but for which no specific documented referral was made to the employer by the service provider (obtained placement).
- h. Job follow-up consists of services to each refugee placed in employment and are designed to ensure employment retention. Follow-up is made at designated times and intervals with both the employee and the employer. Follow up must be an integral component of each refugee's employability plan in order to establish degree of progress toward service objectives. It should be an interactive process with the refugee in order to obtain feedback that is meaningful toward the goal of adjusting the employability plan if necessary.

D. Employability Services

Other services may also be provided in addition to the core employment services already mentioned. These include the following:

1. Employability assessment services including aptitude and skills testing;
2. On the job training when such training is provided at the employment site and is expected to result in full-time, permanent, unsubsidized employment with the employer who is providing the training;
3. English language instruction with an emphasis on English as it relates to obtaining and retaining a job;
4. Vocational training including driver education and training when provided as an individual employability plan;
5. Skills recertification involves helping a refugee obtain necessary professional refresher training and other recertification services in order to qualify to practice his or her profession in the United States when such training meets the criteria for appropriate training in Title 45, section 400.81(b) of the Code of Federal Regulations;
6. Day care for children when necessary for participation in an employability service, for the acceptance or retention of employment, and also when necessary for participation in a service other than an employability service;
7. Transportation when necessary for participation in an employability service or for the acceptance or retention of employment. Also when necessary for participation in a service other than an employability service;
8. Translation and interpreter services when necessary in connection with employment or participation in an employability service, and also when necessary for a purpose other than in connection with employment or participation in an employability service;
9. Case management services (stand alone), as defined in 45 CFR 400.2, for refugees who are considered employable and for recipients of TANF who are considered employable, provided that such services are directed toward a refugee's attainment of employment and also when necessary for a purpose other than in connection with employment or participation in employability services; and,
10. Assistance in obtaining Employment Authorization Documents.

E. English Language Training (ELT) / English as a Second Language (ESL)

ELT/ESL services must be provided concurrently with employment services (ES). ELT/ESL instruction will be tied to the employment occupation objectives and will provide refugees the basic knowledge and literacy of vocational English that is necessary to obtain an entry-level job, maintain that job and compete for job advancement.

It is anticipated that the majority of newly arrived refugees will participate in ELT/ESL services. Therefore, each refugee's English language level, oral and written, must be determined utilizing a standardized assessment test identified by the Center for Applied Linguistics (CAL), Virginia Department of Education's (VDOE's) Office of Adult Education and Literacy, Comprehensive Adult Student Assessment System (CASAS), or a comparable organization. Applicants must use the National Reporting System (NRS) scoring scale for the six NRS literacy levels to describe levels of ESL functions for clients.

All formal ELT/ESL training provided to refugees must use a state or nationally recognized and/or accredited curriculum and must be taught by a credentialed or comparably certified instructor for ELT/ESL.

Note: ELT and ESL are used interchangeably and both acronyms are acceptable.

F. Priority Order for Service Delivery

For all clients provided either RSS or TAP services, services must be delivered in the following priority order:

1. All newly arriving refugees who have been in the United States for one year or less who apply for services;
2. Refugees on cash assistance (RCA), as well as refugees who are recipients of Temporary Assistance to Needy Families (TANF);
3. Unemployed refugees not on cash assistance; and
4. Employed refugees in need of services to retain employment, to attain job upgrades, or to attain economic independence.

In addition, all proposals must ensure that proposed programs will provide women the same opportunities as men to participate in all services funded under RSS and TAP.

G. Outcomes and Performance Measures

All proposed services to be delivered through this RFP are subject to outcomes and performance measures. Outcome goals are not simply targets; they are expectations of the measureable performance of service providers. All outcomes proposed by the applicant are subject to negotiation with ONS prior to the awarding of a contract.

1. Employment Services

A.1. Outcome Goals

There are five federally mandated outcome goals for the provision of Refugee Social Services and Target Assistance Program Social Services, as follows:

1. Number of employment placements (placement of refugees in jobs.) For calculation purposes, a goal of full-time job placements is also required.
2. Number of cash assistance terminations due to earnings.
3. Average hourly wage at placement into a full-time job.
4. Number of employment placements in which the refugee is employed at any job on the 90th day after initial placement.
5. Number of employment placements offering health benefits.

All applicants must submit proposed outcome goals for each of the five indicators using **Attachment A, Projected Employment Goals** (Applicants applying for both RSS and TAP funds must submit separate forms for each.)

A.2. Performance Standards

In addition to outcome goals, service providers are responsible for meeting performance standards for employment services and for English Language Training. The standards represent targets indicative of effective service delivery that are deemed by Office of Newcomer Services to be reasonable and achievable.

1. Number of job placements

Indicator (Outcome Goal)	Performance Standard
Number of refugees enrolled in employment services that are placed in a job	Minimum of 80%

2. Wage at Full-time Initial Job Placement

Indicator (Outcome Goal)	Performance Standard
Wage of initial full-time placement	Average of all FT placements \$9.50 for Northern Virginia
	Average of all FT placements \$9.15 for Outside Northern Virginia

3. Public Assistance Terminations

Indicator (Outcome Goal)	Performance Standard
The number of work-eligible individuals receiving Refugee Cash Assistance (RCA) that are able to leave RCA due to placement in a job t	75% of RCA enrollees terminated from RCA within (4) months due to employment

4. Full Time Jobs with Health Benefits

Indicator (Outcome Goal)	Performance Standard
Number of full-time placements in which the employee is offered health benefits within 6 months of employment	70% of all full-time placements offer health benefits

5. Full-time Jobs with Health Benefits

Indicator (Outcome Goal)	Performance Standard
Number of all job placements in which the employee is employed at any job after (6) months	75% of all placements

6. English Language Training (ELT) Performance Standards

A. ELT/ESL Assessment

Performance Indicator	Performance Standard
Number of refugees enrolled in employment services that receive an English language assessment.	100% of all RSS and TAP recipients enrolled in employment services will be assessed using a state or nationally recognized/accredited ELT assessment tool.

B. Enrolled in ELT/ESL formal training

Performance Indicator	Performance Standard
Number of refugees enrolled in employment services and enrolled in ELT training.	75% of all refugees enrolled in employment services and enrolled in a state or nationally recognized or accredited ELT/ESL training must successfully complete, at least, one level of the accredited curriculum.

H. VNIS and Service Data Requirements

The Virginia Newcomer Information System (VNIS) is administered by ONS and is the chief means for capturing information on refugees. Data captured by VNIS includes refugee demographics, public benefits, employment activities, support services, and training.

Collected data is used to prepare required federal reports, assist ONS in supervision and monitoring of contracts, and evaluating the effectiveness of service delivery.

All applicants that receive funds will be required to enter into VNIS information on clients served and services rendered. All applicants awarded funds will be responsible for timely data entry and management of refugee and service data and they must participate in trainings and user-acceptance testing activities.

I. Staff Qualifications

Proposed staff must possess the linguistic and cultural competence to serve refugees and their families, and also have sufficient training and experience in their respective field. Proposed staffing levels and hours committed to RSS and TAP funded services must be sufficient for effective and uninterrupted service delivery.

VI. Proposal Preparation & Submission Instructions

A. General Instructions

Public and private, non-profit incorporated agencies and other organizations located within the Commonwealth of Virginia are welcome to apply for RSS and TAP funds.

In order to be considered for selection, applicants must submit a complete response to this RFP. Failure to submit all requested information may result in the purchasing agency requiring prompt submission of missing information and/or be given a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the purchasing agency. Mandatory requirements are

those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.

1.Submittal of Proposals

Sealed proposals must be received at the Virginia Department of Social Services, Office of Newcomer Services, **by 4:00 p.m., June 29, 2012.**

Applicants must submit only one proposal, including one narrative, even if they are applying for both RSS and TAP.

Respondents are to submit one (1) paper copy of their proposal that contains original ink signatures of the applicant's authorized representative on all forms that require signature proposal. The proposal must be in either a loose-leaf or a soft three (3) ring binder (not to exceed 1½ inches in width) and not bound. **In addition, respondents are to submit one copy of the entire proposal on CD. The CD should be clearly marked with the respondent's name and RFP No. CVS-12-089.**

Proposals are to be addressed as follows:

**Virginia Department of Social Services
Office of Newcomer Services
801 East Main Street
Richmond, Virginia 23219**

Attention: Brent Sutton

The applicant's name and return address must appear on the envelope. Proposals will be received only at the address shown above, and must be received prior to the time indicated. Any proposal received at or after said time and/or date or at a place other than the stated address, cannot be considered and **WILL NOT BE ACCEPTED.** No telegraphic, e-mail, or facsimile proposals will be considered.

All proposals, whether delivered by an employee of the applicant, U.S. Postal Service, courier or package delivery service must be received and time stamped at the stated address prior to the time designated. The VDSS' time stamp shall be considered the official timepiece for the purpose of establishing the actual receipt of proposals.

It is the responsibility of the applicant to clearly identify information in their proposal responses that they consider to be confidential under the Virginia Freedom of Information ACT (FOIA). To the extent that the Commonwealth agrees with that designation, such information will be held in confidence whenever possible. All other information will be considered public.

All other information regarding the proposal responses will be held as confidential until such time as the Review Committee has completed its evaluation and, or if, an award has been made. Applicants will receive e-mailed award/non-award notification(s), which will include the name of the applicant(s) to be awarded this project. In addition, award information will be posted on the state Social Services website <http://www.dss.virginia.gov/form/grants/index.html>.

2. Term/Termination/Renewal

- a) This RFP will apply for up to (5) years.
- b) The term of the contract awarded under this RFP will be twelve (12) months.
- c) The contract will be subject to termination by either party upon thirty (30) days advance, written notice of intent to terminate.
- d) By mutual agreement, this contract may be renewed for an additional four (4) twelve (12)-month periods. Renewals will be based on these conditions:
 - i. ONS receives additional federal and state funding to extend program operations. If additional funding becomes available; the list of contractors produced from this RFP may be relied upon for selection of additional contractors;
 - ii. The Contractor's project has achieved demonstrable success by meeting all of the Contract's project performance outcomes and benchmarks;
 - iii. ONS continues to need the services purchased under this RFP.
- e) Total funds requested in the proposal must be based on the proposed project from October 1, 2012 through September 30, 2013.

3. Funding Level

Responding agencies are advised to request levels of funding which will maximize their effectiveness for each proposed project.

NOTE: ONS reserves the right to recommend awards that are less than the funds requested.

4. Eligibility for Services

All persons provided services must belong to one of the groups identified in Section II B of this solicitation: Eligible Individuals to Be Served. Service providers have the responsibility to ensure that all persons provided services possess and present documentation, and that verification of documentation is kept on file.

5. Basis of Funding

Applicants applying for RSS and TAP funds **must only submit one proposal** for both programs; however two separate budget requests, one for RSS and one for TAP, must be submitted, as well as two separate proposed employment outcome goals, one for RSS and one for TAP.

Each proposal received, will be evaluated by a Review Committee based on the Specific Rating Criteria for the service proposed contained herein. Proposals that are substantially incomplete **WILL NOT BE** considered.

Funding awards are not final until approved by the **Commonwealth of Virginia's State Refugee Coordinator**.

6. Proposal Format

- i. Proposals are to be straightforward, clear, concise and responsive to the information requested.
- ii. In order for proposals to be considered complete, respondents must provide all information requested.
- iii. Proposals must be prepared in the format provided by VDSS' ONS with this RFP. Proposals must be printed, one side only, on white 8 ½ inch by 11 inch paper. Margins are to be 1 inch at top, bottom, left, and right. The font must be at least 12-point type in "Times New Roman" or equivalent font. Lines shall be doubled-spaced.
- iv. Each respondent must submit one (1) original proposal with original signatures on the COMPLIANCE COVER SHEET. The original must be clearly marked "ORIGINAL." All original signatures must be signed in blue ink.

B. Specific Proposal Instructions

Proposals must be thorough, clear and logical so that VDSS Review Committee may properly evaluate and score your proposal in relation the services that will be provided. Applicants are required to submit the following items as a complete proposal in the following order:

The RFP Compliance Cover Sheet (**Attachment A**) must be the cover page of all submitted proposal. This form must have the original signature (in **BLUE** ink) of the applicant's authorized representative. The applicant is responsible for reviewing the entire RFP to ensure that all requirements of the RFP are complete.

After the Compliance Cover Sheet, all proposals will be organized and submitted in the following order:

1. Proposal Narrative, no longer than 20 pages in length, numbered consecutively, and to consist of:
 - a. One page executive summary
 - b. Summary of past accomplishments
 - c. Description of proposed program
 - d. Description of program evaluation
2. Proposal Budget
3. Proposed Outcome Goals
4. All other required Attachments

1. Proposal Narrative Contents

Applicants must propose a well-designed program plan with a clear and compelling justification for the requested funds. The narrative must include the following:

a. Executive Summary – Organizational Capacity

Provide a one page overview of the proposed program, the organization's ability to carry out the proposed program, anticipated results, and the current and projected issues of refugee resettlement in Virginia. The Executive Summary is not included in the page number limitation.

b. Summary of Past Accomplishments – Organizational Capacity

If the organization currently receives ONS funds, provide a clear description of the accomplishments achieved to date in relation to the performance measures required by the grant that covers the current cycle.

c. Description of Proposed Program - Need for Services Proposed

Provide a work/service plan that is clear, concise, and gives evidence that it is thought out and well planned. Enough detail should be included to provide a picture of what services are proposed and what service strategies and approaches will be used. The plan must be consistent with the service priorities stated in this RFP, and include:

- i. The work/service plan must describe the methods and approaches by which the applicant documents and manages service delivery. The applicant must demonstrate the existence of community relationships and links to organizations that are part of a continuum of resettlement services that support and leads to a comprehensive approach to resettlement. Specific organizations should be named, including local departments of social services, local departments of health, one stop employment centers, and schools. Structured linkages, such as memorandum of agreement, that accompany the proposal should be referenced in the narrative
- ii. The work/service plan must establish a direct relationship between the services to be offered and justification for the staff identified in the applicant's proposal.
- iii. Applicants must describe how client and program data is currently collected, managed and used. All applicants awarded funds will be linked to the Virginia Newcomer Information System (VNIS), a statewide computer-based refugee data management system. Each applicant will be required to demonstrate that it has the computer and staffing capacity to be part of VNIS.
- iv. Applicants should briefly describe any volunteer support required in the delivery of services, and provide supporting documentation that matches the narrative.
- v. The proposal must show that the applicant's staff reflects the ethnic background of the population served. Applicants should describe how they

balance the expertise of current staff with new staff hired to serve newly arriving refugee groups.

- vi. Proposed programs must demonstrate (with description) that formal arrangements between the service providers and the local departments of social services are in place and in operation to ensure that refugees who are enrolled in TANF are referred to the resettlement provider for employment services and are subject to case management that is a workable arrangement among the two entities. The working arrangement must include a method for recovery of TANF case information sufficient for reporting to ONS. Proposals should provide any documents (e.g., letters, MOU's) that indicate these relationships.
- vii. Proposed work/service plan must describe linkages with local health care providers who can assist in meeting the health needs of refugees, particularly those refugees who would not otherwise be able to become self-sufficient.
- viii. **Program Evaluation**

Applicants must describe procedures for routinely and thoroughly assessing proposed program performance.

Applicants must include an evaluation plan that indicates how the service provider will determine the degree of success of the proposed service plan. This evaluation plan will be consistent with the performance measures used, and should include the following:

- Staff performance assessment;
- Method for analyzing results that must include such elements as surveys and focus groups for refugee clients, employers, volunteers, and an overall description of internal monitoring activities; and
- Tools used to evaluate the efficacy of the services.

2. Proposed Budget

All expenses included in the proposal must be allowable under federal and state regulations, must be reasonable and necessary, and apply directly to the program.

Funds cannot be used to supplant existing funds.

The proposal budget must be entered and submitted on the following forms;

- Budget Summary – DSS Funds (**Attachment B1**)
- Budget Detail – Salaries and Employee Benefits (**Attachments B2**)
- Budget – Other Proposed Expenses (**Attachments B3**)

Budget Information must be entered for all proposed staff positions noted in the proposal. Applicants must provide justification for all positions, and all positions must be consistent with work activities and the delivery of services in the proposal. Funds that are being requested for salaries must describe what is included in employee benefits.

Applicants applying for RSS and TAP funds must complete and submit separate budgets for each.

3 Proposed Outcome Goals

Applicants must submit proposed outcomes for Employment Services by entering them on **Attachment A**. Applicants applying for RSS and TAP funds must submit outcomes for each on separate forms.

4. Required Attachments

All of the attachments listed herein must accompany the proposal. They must be clearly headed, numbered as shown, and submitted in numerical order.

- 1) Agency organizational chart. If the applicant's refugee program is a sub-division or separate unit in the organization, the level of detail should be sufficient to denote the program's internal lines of authority and responsibilities as well as ties to the organization at large
- 2) List of the current members of the Board of Directors of the applicant's agency
- 3) Fiscal Letter from person authorized to sign for the organization that affirms that the applicant has the fiscal capacity to administer the proposed services at the outset of the contract and throughout the period of the contract.
- 4) Letter(s) of Support and copies of Interagency Agreements Letters of Support as well as Interagency Agreements should provide evidence of interaction between the applicant and other agencies in the community. If the project is dependent on another agency for successful implementation of the proposed services, the nature and extent of the agreement must be described in the documentation.
- 5) Job descriptions for all positions entered in the proposed RSS and TAP budgets. The descriptions should be accompanied by a list of all staff positions, denoting their experience, bilingual and bicultural capabilities, and educational qualifications.
- 6) Descriptions of volunteer responsibilities if volunteers lend support to the services offered. The descriptions should be accompanied by denoting the position(s) responsible for recruiting and managing volunteers and a brief description of recruitment and training activities.
- 7) A copy of the applicant's confidentiality policy must be submitted by each applicant providing direct services.
- 8) Program Assurances Statement (**Attachment C**) Signature required.
- 9) Federal Assurances form (**Attachment D**) Signature required.
- 10) Federal Certifications (**Attachment E**)
- 11) Completed W-9 Request for Taxpayer Identification Number(s) and Certification – (**Attachment F**) Signature required.
- 12) Completed and signed FFATA Sub-recipient Data Form (**Attachment G**).

- 13) State Corporation Form (Attachment H) Signature required.
- 14) If the applicant agency is a private non-profit agency, a copy of **IRS form(s) certifying that the applicant is exempted from federal income tax payment** under Section 501(c)(3) of the IRS code.
- 15) Copy of most recent audit
- 16) Copy of complete body of the RFP, (Pages 1-43).
- 17) Copy of Addenda
- 18) **Attachment J**, "Proposal Checklist" should be used in organizing all documents and materials submitted with the application. **A completed Attachment J must be submitted and placed at the end of all other documents.**

VII. Evaluation & Award Criteria

A. Evaluation Criteria

All proposals for either/both RSS/TAP will be reviewed and evaluated by a Review Committee. The Review Committee will be composed of individual community members that may or may not have expertise or experience in the professional services described herein. The Review Committee will review and rank each proposal and make programmatic and budgetary recommendations for sub-grant awards.

NOTE: To be considered for funding, proposals must first meet the stated objectives of the RFP as specified in **Section III**, Statement of Need. Proposals must also meet all requirements as outlined in **Section VI**, Proposal Preparation & Submission Instructions, of this RFP. All Proposals will be previewed by ONS and any proposals that do not adequately satisfy the objectives or aforementioned requirements may be deemed not responsive and eliminated from consideration.

All contacts during the evaluation phase shall be through the Virginia Department of Social Services, Office of Newcomer Services' only. Proposers shall neither contact nor lobby evaluators during the evaluation process. Attempts by Proposer to contact and/or influence members of the Review Committee may result in disqualification of Proposer. The Review Committee will evaluate each proposal meeting the qualification requirements set forth in this RFP. Proposers should bear in mind that any proposal that is unrealistic in terms of the scope of work or scheduled terms of projected service delivery timeline / commitments may be deemed reflective of an inherent lack of technical competence or indicative of a failure to comprehend the complexity and risk of the Office of Newcomer Services' requirements as set forth in this RFP.

The following Evaluation Criteria will be used in ranking and determining the quality of proposals. Proposals will be evaluated using the best value acquisition procedure. Using the best value acquisition methodology, the evaluation will be adjectival and rated according to the following descriptions:

RATING	DESCRIPTION – The proposed project:
Exceptional	Exceeds requirements and demonstrates an exceptional understanding of goals and objectives. One or more major strengths exist. No significant weaknesses exist.
Acceptable	Demonstrates an acceptable understanding of goals and objectives of the procurement. There may be strengths and weaknesses, however strengths outweigh the weaknesses.
Marginal	Demonstrates a fair understanding of the goals and objectives of the procurement. Some weaknesses have been found that may outweigh any strong points that exist.. Weaknesses will be difficult to correct.
Unacceptable	Applicant's proposal fails to meet an understanding of the goals and objectives of the procurement. The proposal has one or more significant weaknesses that will be very difficult to correct or are not correctable.

The Purchasing Agency reserves the right to consider areas served when making awards.

The criteria are listed in the order of importance.

1. Description of Proposed Project

- a. Work Plan goals and objectives are consistent with goals and objectives set forth in Section III, Statement of Needs and Section V, Services, in RFP;
- b. Work Plan specifies services to be provided and uses measurable outcomes;
- c. Work Plan time frames for project planning and implementation are reasonable;
- d. Work Plan services/activities reflect interagency coordination between disciplines identified in RFP;
- e. Specifies who (staff/volunteers) will provide the services and provides for appropriate and qualified personnel to implement project; and
- f. Specifies target population and projected number of refugees to be served.
- g. The Work plan provides evidences that it is consistent with the Virginia Refugee Model for Resettlement.

2. Description of Applicant Agency Demonstrates Capability to Carry Out Proposed Project

- a. The purpose and mission of the agency are described and are compatible with the focus of the RFP. Describes purpose and goals of the agency.
- b. Adequacy of agency programs, activities, staffing and organizational structure to support proposed project.
- c. Specifies geographic service area (multiple localities are preferred)
- d. Demonstrates effective use of community services.
- e. Letters of support exhibit confidence that agency can carry out the proposed project; necessary interagency agreements are present.
- f. There is evidence to show that relationships, partnerships and collaboration with other organizations mentioned in the RFP already exist, and the service plan demonstrates their value to the service delivery plan.

3. Project Evaluation Plan Measures the Degree of Success in Accomplishing Project Goals and Objectives

- a. The evaluation methodology is clearly described
- b. The methodology measures quantity and quality of services, and success in accomplishing goals/objectives
- c. Evaluation plan includes process and outcome evaluation methods
- d. The evaluation plan includes a method for ongoing review
- e. Record-keeping and data collection plans are specific and appropriate, acknowledging the required use of the VNIS system.

4. Budget

- a. Proposed costs are reasonable and consistent with proposed activities and services.
- b. All costs to the proposed project are clearly explained and match the proposed budget.
- c. The budget is within a reasonable range for the proposed number of refugees to be served and the number of localities where service occurs.
- d. The applicant demonstrates the ability to maintain records and administer the proposed project with fiscal accountability through management and quality control measures outlined in the proposal.
- e. Other resources, including volunteer and in-kind, are clearly identified.

5. Need for Services Established

- a. The proposal clearly defines the problem and population to be served.
- b. The proposal utilizes statistics and provides information to document and quantify the need.
- c. The proposal includes desired results of the project and quantifies its impact.
- d. The proposal identifies existing resources and ensures that unnecessary duplication will not occur.
- e. Letters from community agencies indicate the proposed project will have widespread support.

6. Content Adequacy

- a. The proposed project is concise and complete.
- b. The proposed prospect is realistic in scope.
- c. The proposed project reflects an awareness and use of best practices and provides a good rationale for the selected approach relative to the problems cited
- d. The proposed project reflects integration and balance between all proposal components including the work plan, activities/outcomes, budget, subcontracts, and other required attachments
- e. The comprehensive resettlement plan is shown to be central to service delivery

B. Best Value Award(s)

Selection shall be made to two or more applicant(s) deemed to be fully qualified and best suited among those submitting best value proposals on the basis of the evaluation factors included in this solicitation, including price, if so stated. Negotiations shall be conducted with the applicant(s) whose proposal(s) represent the most advantageous and best offer. Awards will be made on a best value basis to the applicant(s) which, in its opinion, represents the best overall combination of quality, price, and various elements of required goods/services, as stated in this solicitation, that in total are optimal relative to the agency's needs. The Commonwealth may cancel this solicitation or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (Code of Virginia, § 2.2-4359 D). The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the applicant's offer as negotiated.

VIII. Reporting & Delivery Requirements

The sub-grantee shall produce the following reports of activities and services:

- A) Trimester Performance Report (TPR) Narrative and Statistical Reports are due to ONS according to the following schedule:

Trimester	Time Period	Due Date
First Trimester	October 1 – January 31	February 12
Second Trimester	February 1 – May 31	June 12
Third Trimester	June 1 – September 30	October 12

NOTE: If the due date falls on a Saturday or Sunday, the report is due on the Monday following the due date.

The TPR shall include the following:

1. Detailed description of activities and an assessment of the progress of the project compared to the activities/goal plan;
2. A statistical report on progress to goals. This report is generated by the Virginia Newcomer Information System (VNIS). To ensure the accuracy of these reports, each sub-grantee is responsible for and shall reconcile internally generated reports against the VNIS generated report;
3. Any gaps in services or barriers to the progress of the project, with proposed solutions;
4. An explanation of any deviations from the CRP;
5. Any changes in staffing;
6. Identification of any particularly successful or unsuccessful project activities or components;
7. Copies of any materials that have been developed under the contract (Materials produced under this contract must bear a statement that the project was supported by the Virginia Office of Newcomer Services – Virginia Department of Social Services).

- B) Monthly Statistical Report (MSR) is due to ONS on the 10th of the succeeding month. On the MSR sub-grantees will record arrival activity for the previous month, along with new client registrations and number of confirmed job placements. The MSR ensures that sub-grantees are timely in recording this key data in the VNIS data base and allows ONS to provide feedback on trends to the refugee network.
- C) A Final Program Report shall be made to the purchasing agency within 30 days of the completion of the contract. The final report is a cumulative summary and evaluation of project activities and services over the contract period. It shall be in the same format as trimester narrative reports and shall include:
1. An overall quantitative and qualitative evaluation of the project including an assessment of whether the project's goals and objectives were met;
 2. Any problems or delays that were encountered and how they were resolved;
 3. An assessment of the project's effectiveness and the value to the client/community;
 4. Efforts that have been made to continue the program past the grant period;
 5. Statistical information on refugees served; and
 6. Copies of any materials that were developed under the contract.
- D) Annual Services Plan (ASP)

In the event that the sub-grantee is a refugee resettlement agency, a pre-formatted Annual Services Plan must be forwarded to ONS. Data recorded in the Plan consists of planned RSS /TAP expenditures and total participants by major employment services categories. The due date for this report will be October 15 of each year the sub-grantee is awarded funds.

E) Other Reports

1. A document may be required by the purchasing agency for the purpose of disseminating a report on any portions of projects that have been successful in a manner useful to other agencies or organizations in setting up a similar project. The purchasing agency will assist the sub-grantee in determining what information shall be included after receiving the final report.
2. In the event that the sub-grantee encounters significant deviations in program structure or otherwise encounters events that affect service delivery, the sub-grantee will file a written report with the purchasing agency within seven (7) days of the occurrence indicating significant deviations from anticipated progress and/or problems associated with the delivery of services as agreed to by the purchasing agency and the contractor. Such report shall identify the deviations and/or problems, whether anticipated or actual, the effects of such on the performance under this contract, and a proposed plan for resolution.
3. The sub-grantee agrees to provide any additional reports that the Purchasing Agency may request by written notice to the contractor. If, because of extenuating circumstances, a contractor cannot meet a report due date, a request for extension must be submitted in writing to the State Refugee Coordinator prior to the report's due date. In addition to written reports, the contractor will meet with the State Refugee Coordinator at least quarterly to review written reports and to discuss areas of concern.

IX. PREPROPOSAL CONFERENCE

MANDATORY PRE-PROPOSAL CONFERENCE: A mandatory pre-proposal conference will be held on June 13, 2012 from 10:30 am to 12:30 pm at the Virginia Department of Social Services in Richmond, VA. The purpose of this conference is to allow potential applicants an opportunity to present questions and obtain clarification relative to any facet of this solicitation.

Due to the importance of all applicants having a clear understanding of the specifications/scope of work and requirements of this solicitation, attendance at this conference will be a prerequisite for submitting a proposal. Proposals will only be accepted from those applicants who are represented at this pre-proposal conference. Attendance at the conference will be evidenced by the representative's signature on the attendance roster. No one will be admitted after 10:45 PM. Bring a copy of the solicitation with you. Any changes resulting from this conference will be issued in a written addendum to the solicitation. Pre-registration is requested by June 6, 2012.

X. GENERAL TERMS & CONDITIONS

- A. **VENDORS MANUAL:** This solicitation is subject to the provisions of the Commonwealth of Virginia *Vendors Manual* and any changes or revisions thereto, which are hereby incorporated into this contract in their entirety. The procedure for filing contractual claims is in section 7.19 of the *Vendors Manual*. A copy of the manual is normally available for review at the purchasing office and is accessible on the Internet at www.dgs.state.va.us/dps under "Manuals."
- B. **APPLICABLE LAWS AND COURTS:** This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia, and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The agency and the contractor are encouraged to resolve any issues in controversy arising from the award of the contract or any contractual dispute using Alternative Dispute Resolution (ADR) procedures (*Code of Virginia*, § 2.2-4366). ADR procedures are described in Chapter 9 of the *Vendors Manual*. The contractor shall comply with all applicable federal, state and local laws, rules and regulations.
- C. **ANTI-DISCRIMINATION:** By submitting their proposals, applicants certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act, and § 2.2-4311 of the *Virginia Public Procurement Act* (VPPA). If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin, and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided. However, if the faith-based organization segregates public funds into separate accounts, only the accounts and

projects funded with public funds shall be subject to audit by the public body. (*Code of Virginia*, § 2.2-4343.1E).

In every contract over \$10,000, the provisions in 1 and 2 below apply:

1. During the performance of this contract, the contractor agrees as follows:
 - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
 - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
 2. The contractor will include the provisions of Item #1 above in every subcontract or purchase order over \$10,000 so that the provisions will be binding upon each subcontractor or vendor.
- D. **ETHICS IN PUBLIC CONTRACTING:** By submitting their proposals, applicants certify that their proposals are made without collusion or fraud; that they have not offered or received any kickbacks or inducements from any other applicant, supplier, manufacturer or subcontractor in connection with their proposal; and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- E. **IMMIGRATION REFORM AND CONTROL ACT OF 1986:** By submitting their proposals, applicants certify that they do not and will not during the performance of this contract employ illegal alien workers or otherwise violate the provisions of the federal Immigration Reform and Control Act of 1986.
- F. **DEBARMENT STATUS:** By submitting their proposals, applicants certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.
- G. **ANTITRUST:** By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
- H. **MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS FOR RFPs:** Failure to submit a proposal on the official state form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal. However,

the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

- I. **CLARIFICATION OF TERMS:** If any prospective applicant has questions about the specifications or other solicitation documents, the prospective applicant should contact the representative whose name appears on the face of the solicitation no later than (5) five working days before the due date. Any revisions to the solicitation will be made only by addendum, issued by the contract officer/buyer for this solicitation.

J. **PAYMENT:**

1. **To Prime Contractor:**

- a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
- b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.
- c. All goods or services provided under this contract or purchase order that are to be paid for with public funds shall be billed by the contractor at the contract price, regardless of which public agency is being billed.
- d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
- e. **Unreasonable Charges.** Under certain emergency procurements and for most time-and-material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges that appear to be unreasonable will be researched and challenged and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges that are not in dispute (*Code of Virginia*, § 2.2-4363).

2. **To Subcontractors:**

- a. A contractor awarded a contract under this solicitation is hereby obligated:
 - (1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Commonwealth for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or
 - (2) To notify the agency and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.

- b. The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.
- 3. Each prime contractor who wins an award in which provision of a SWAM procurement plan is a condition of the award shall deliver to the contracting agency or institution, on or before request for final payment, evidence and certification of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the SWAM procurement plan. Final payment under the contract in question may be withheld until such certification is delivered and, if necessary, confirmed by the agency or institution, or other appropriate penalties may be assessed in lieu of withholding such payment.
- K. **PRECEDENCE OF TERMS:** The following General Terms and Conditions, Commonwealth of Virginia *VENDORS MANUAL*, APPLICABLE LAWS AND COURTS, ANTI-DISCRIMINATION, ETHICS IN PUBLIC CONTRACTING, IMMIGRATION REFORM AND CONTROL ACT OF 1986, DEBARMENT STATUS, ANTITRUST, MANDATORY USE OF STATE FORM, AND TERMS AND CONDITIONS, CLARIFICATION OF TERMS, PAYMENT shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.
- L. **QUALIFICATIONS OF APPLICANTS:** The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the applicant to perform the services/furnish the goods, and the applicant shall furnish to the Commonwealth all such information and data for this purpose, as may be requested. The Commonwealth reserves the right to inspect applicant's physical facilities prior to award to satisfy questions regarding the applicant's capabilities. The Commonwealth further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such applicant fails to satisfy the Commonwealth that such applicant is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.
- M. **TESTING AND INSPECTION:** The Commonwealth reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.
- N. **ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the contractor in whole or in part without the written consent of the Commonwealth.
- O. **CHANGES TO THE CONTRACT:** Changes can be made to the contract in any of the following ways:
 - 1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be

agreed to by the parties as a part of their written agreement to modify the scope of the contract.

2. The Purchasing Agency may order changes within the general scope of the contract, at any time, by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the Purchasing Agency a credit for any savings. Said compensation shall be determined by one of the following methods:
 - a. By mutual agreement between the parties, in writing; or
 - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the Purchasing Agency's right to audit the contractor's records and/or to determine the correct number of units independently; or
 - c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the Purchasing Agency with all vouchers and records of expenses incurred and savings realized. The Purchasing Agency shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Purchasing Agency within thirty (30) days from the date of receipt of the written order from the Purchasing Agency. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia *Vendors Manual*. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the Purchasing Agency or with the performance of the contract generally.
- P. **DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.
- Q. **ANNOUNCEMENT OF AWARD:** Upon the award or the announcement of the decision to award a contract as a result of this solicitation, the purchasing agency will publicly post such notice on the DGS/DPS eVA VBO (www.eva.virginia.gov) for a minimum of 10 days.

- R. **DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

- S. **NONDISCRIMINATION OF CONTRACTORS:** An applicant, bidder, offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment, or because the applicant, bidder or offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternate provider.
- T. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available, or which may hereafter become available, for the purpose of this agreement.
- a. held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Commonwealth shall promptly notify the sub-grantee, in writing, as to those charges which it considers unreasonable and the basis for the determination. A sub-grantee may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (*Code of Virginia*, § 2.2-4363).
- U. **BID PRICE CURRENCY:** Unless stated otherwise in the solicitation, subgrantees shall state bid/offer prices in US dollars.

- V. **AUTHORIZATION TO CONDUCT BUSINESS IN THE COMMONWEALTH:** A contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the *Code of Virginia* or as otherwise required by law. Any business entity described above that enters into a contract with a public body pursuant to the *Virginia Public Procurement Act* shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the contract. A public body may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.

XI. **SPECIAL TERMS AND CONDITIONS**

- A. **SMOKE FREE ENVIRONMENT:** By signing this contract, the sub-grantee certifies to the Commonwealth that it will comply with the requirements of Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), which requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provisions of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor agrees that it will require the language of this certification be included in any sub awards (subcontracts or purchase orders), which contain provisions for children's services so that the provisions will be binding upon each subcontractor or vendor.

- B. **RENEWAL OF CONTRACT** This contract may be renewed by the Commonwealth upon written agreement of both parties for four (4) successive one year periods, under the terms of the original contract, and at a reasonable time prior to the expiration.
- C. **CANCELLATION OF CONTRACT:** The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 30 days written notice to the contractor. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- D. **CHANGES TO CONTRACT** No amendments to the approved budget may be made without the prior written approval of the Department of Social Services. Deviations from the approved line-item budget of more than \$500.00 in any line item require that the sub-grantee submit a budget modification request in writing to the attention of the Virginia State Refugee Coordinator. The request must include a proposed modified budget, accompanied by a description of the modification and a justification/rationale for the proposed changes. The letter must be submitted at least thirty (30) calendar days prior to the intended effective date. The deadline for receipt of budget requests is August 1. No budget requests will be considered after that date.

- E. **SUBCONTRACTING** No portion of the work shall be subcontracted without prior written consent of the Commonwealth. In the event that the sub-grantee desires to subcontract some part of the work specified herein, the sub-grantee shall furnish the VDSS the names, qualifications and experience of their proposed subcontractors. The Contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract
- F. **FISCAL ADMINISTRATION**: These funds are not intended to supplant existing resources or to duplicate existing funds. It is expected that this source of revenue will encourage and stimulate contributions from other public and private sources.
- F.1 A contract will be signed between the Virginia Department of Social Services and the local administrator of the applying agency upon granting of a sub-grant award. Upon approval of the contract, the sub-grantee will be reimbursed for expenses on a monthly basis according to the terms of the contract. Therefore, the applicant agency must be prepared to pay expenses as they are incurred and then submit expenditure statements on a monthly basis to the Department of Social Services for reimbursement. SEE RFPSECTION 7- Method of Payment for instructions on submission. The sub-grantee should allow 30 days from the time expenditure statements are received by the Department until reimbursement is received. If errors are found in the expenditure statements, the 30 days will be from the date errors are corrected. The contractor will be required to maintain adequate accounting records to support all requests for reimbursement. These records shall be available for review by the State.
- F.2 The applicant will be required to maintain adequate accounting records to support all requests for reimbursement. The sub-grantee shall comply with time and effort reporting as required by the Federal Office of Management and Budget (OMB) 2 CFR Part 225 (formerly OMB Circular A-87 Cost Principles for State, Local, and Indian Tribal Governments). All employees paid in whole or in part from grant funds should prepare a timesheet indicating the hours worked on each specific project for each pay period. Based on these timesheets and hourly payroll cost for each employee, a statement indicating the distribution of payroll charges should be prepared and placed in the appropriate files and shall be made available for inspection when required by the State.
- F.3 All revenue from the sale of products derived through activities performed pursuant to this sub-grant shall be reported to the purchasing agency and may be applied as an adjustment to defray costs for the purchasing agency.
- F.4 If the sub-grantee fails to correctly provide any services and/or reports as specified in The terms and conditions of the contract, and in the time period specified, the purchasing agency may withhold payment of expenditures until said services and/or reports are provided. All services provided by the sub-grantee pursuant to this contractor shall be performed to the satisfaction of the purchasing agency, and in accord with applicable federal, State and local laws, ordinances, rules and regulations. The contractor shall not receive payment for work found by the purchasing agency to be unsatisfactory, or performed in violation of federal, State or local laws, ordinances, rule or regulations.
- F.5 The sub-grantee shall be required to maintain accounting records to support all requests for reimbursement. These records shall be available for review by the State. Expenditures will be monitored by the Department of Social Services.
- G. **AUDIT**: The sub grantee shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner The agency, its authorized agents, and/or state auditors shall have full

access to and the right to examine any of said materials during said period. The sub grantee shall forward annually to the Department a copy of the organization's most recent audit.

The sub-grantee further agrees to comply with the audit and reporting requirements defined by the Federal Office of Management and Budget (OMB) circular A-128, "Audits of State and Local Governments" or the single Audit Act and OMB circular A-133 as applicable.

A Sub-grantee who exceeds \$500,000 or more in combined federal funding is required at its expense to have an independent grant audit performed annually in accordance with the Single Audit Act and OMB Circular A-133. A copy of the portion of the audit that affects the program shall be submitted to the Commonwealth of Virginia. The audit report shall be submitted no later than one (1) year from the end of the previous contract period, and for each audit cycle thereafter covering the entire award period as originally approved or amended. The management letter summarizing audit findings must be submitted with the audit report. If there are no audit findings, a letter indicating no findings shall be submitted. The copy of the portion of the audit findings or letter indicating no findings shall be sent to:

Virginia Department of Social Services
Office of Newcomer Services
801 East Main Street, 15th Floor
Richmond, Virginia 23219-2901

- H. **CONFIDENTIALITY**: The sub-grantee assures that information and data obtained as to personal facts and circumstances related to patients or clients will be collected and held confidential, during and following the term of this agreement, and will not be divulged without the individual's and the agency's written consent and only in accordance with federal law or the Code of Virginia. Sub-grantees who utilize, access, or store personally identifiable information as part of the performance of a contract are required to safeguard this information and immediately notify the agency of any breach or suspected breach in the security of such information. Sub-grantees shall allow the agency to both participate in the investigation of incidents and exercise control over decisions regarding external reporting. Sub-grantees and their employees working on this project may be required to sign a confidentiality statement.

- I. **OWNERSHIP OF MATERIAL**: Ownership of all data, material and documentation originated and prepared for the State pursuant to the RFP shall belong exclusively to the State and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an applicant shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the applicant must invoke the protection of this section prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary.

- I.1 Any reports, studies, photographs, negatives, films, videos, or other documents prepared by the sub-grantee in the performance of its obligations under this sub-grant shall be the exclusive property of VDSS and all such materials shall be remitted to VDSS upon completion, termination or cancellation of this sub-grant. The applicant shall not use, willingly allow or cause to have such materials used for any purpose other than performance of the sub-grantee's obligations under this sub-grant without the prior written consent of the purchasing agency.
- I.2 Any materials produced under this sub-grant must bear a statement that the project was Supported by the purchasing agency and identify the title of the funding source. The sub-grantee agrees that any publication (written, visual, or sound, but excluding press releases newsletters, and issue analyses) issued by the sub-grantee or by any sub-grantee describing programs or projects funded in-whole or in-part with Federal Funds, shall contain the following statement:

"This project was supported by Department of Social Services (VDSS) RFP# xxxxx, with funds made available to Virginia from the Office of Refugee Resettlement /U.S. Department of Health and Human Services. Points of view or opinions contained within this document are those of the author and do not necessarily represent the official

position or policies of VDSS or the U.S. Department of Justice/U.S. Department of Health and Human Services."

- I.3 The sub-grantee also agrees that one copy of any such publication will be submitted to VDSS to be placed on file and distributed as appropriate to other potential applicants or interested parties. VDSS may waive the requirement for submission of any specific publication upon submission of a request providing justification from the applicant.

J. PRIME SUBGRANTEE RESPONSIBILITIES During the performance of this contract, the Contractor shall be regarded as an independent contractor and not as an agent or employee of the Commonwealth of Virginia or the Commonwealth. The Contractor shall be responsible for all its own insurance and federal, state, local, and social security taxes.

- J.1 If approval is granted by the VDSS to sub-contract any portion of this contract the Sub-grantee shall be responsible for completely supervising and directing the work under this award and all subcontractors that he/she may utilize, using his best skill and attention. Subcontractors who perform work under this sub-grant shall be responsible to the prime Sub-grantee. The Sub-grantee agrees that it is as fully responsible for the acts and omissions of its subcontractors and of persons employed by them as it is for the acts and omissions of its own employees.

K. EQUIPMENT: Equipment purchased under the terms of this agreement shall be limited to equipment indicated in the approved budget incorporated in the contract. The Sub-grantee shall keep written documentation of any acquisitions purchased and up-date the documentation if additional property or equipment is acquired. The written documentation shall include, but not be limited to: date of acquisition, description of product, serial number, ID number, physical location, cost, and name and phone number of individual using or responsible for the equipment. Equipment purchased under this agreement shall be retained by the Sub-grantee during the period of performance of the agreement. No depreciation or use charges on equipment purchased under this contract shall be claimed on this or any future contract with the Commonwealth of Virginia or any of its agents.

- K.1 If the VDSS permits the sub-grantee to purchase real property or equipment with grant funds, VDSS retains a residual financial interest, enabling the Department to recover the assets or determine final disposition. This will be accomplished on a case-by-case basis, according to the federal grant guidelines applicable to the grant that is funding the service(s).

- K.2 Total requests for equipment costs in excess of \$1000 require prior approval from the State Refugee Coordinator.

L. OBLIGATION OF APPLICANT: By submitting a proposal, the applicant covenants and agrees that the applicant has satisfied itself, from its own investigation of the conditions to be met, that the applicant fully understands its obligation and that it will not make any claim for or have right to cancellation or relief from the contract because of any misunderstanding or lack of information.

M. IDENTIFICATION OF PROPOSAL ENVELOPE: The signed proposal should be returned in a separate envelope or package, sealed and identified as follows:

From: _____
Name of Applicant Due Date Time

Street or Box Number RFP No.

City, State, Zip Code RFP Title

Name of Contract/Purchase Officer or Buyer

The envelope should be addressed as directed on RFP Cover Page Application Form of the solicitation.

The applicant takes the risk that the envelope, even if marked as described above, may be inadvertently opened and the information compromised which may cause the proposal to be disqualified. Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

N. BUSINESS HOURS AND ACCESSIBILITY FOR CLIENTS

Each office location at which contractor's conduct service delivery will have clearly posted and advertised normal business hours. The general public must have accessibility to the common/waiting areas during advertised business hours. Waiting areas are never to be left unattended during normal business hours. Main office doors accessible to the public are not to be locked during normal business hours. In the rare event of an unexpected or unanticipated closing, the contractor must clearly post signs directing individuals to a contact phone number. Each office location at which contractor's conduct service delivery should have clearly posted and/or advertised public contact telephone number(s). Except in exceptional circumstances, callers must be able to talk directly to a staff person or volunteer representing the agency at all times during normal business hours. If a phone tree or call routing option is offered, the system must allow the caller to leave a message. If an automated message system is used, it must provide up-to-date information. Contractors are expected to check the system periodically to ensure that calls can be routed.

O. COMMUNICATION PROTOCOL:

Media – Public Relations - Community Outreach

When communicating with and/or releasing information to the media regarding refugee resettlement and refugee services, the contractor shall:

- O.1 Inform the media contact that it (the Contractor) is under contract with ONS to provide employment services to refugees
- O.2 Inform ONS within one hour, if feasible, or by 9:00 a.m. of the following business day that the contractor has been contacted by and/or provided information to the media
- O.3 Inform ONS of any public resettlement-related event, program (includes television and radio shows and webcasts), workshop, and/or visitation where the Contractor is a host/sponsor, representative, partner and/or participant

Responsiveness to ONS

Contractors are expected to be reachable by phone and e-mail during normal business hours and are expected to respond to ONS e-mails and phone messages in a timely fashion – replying within one business day is considered reasonable. Failure to reply in a timely manner may result in sanctions and/or corrective actions. When directors are away from their office for extended periods, they must contact the State Refugee Coordinator and indicate a primary agency contact during their absence.

P. DIFFICULT CASE PROTOCOL: Each service provider under contract with the Office of Newcomer Services, Virginia Department of Social Services, must make an assurance to follow a protocol that addresses difficult and non-typical situations with clients, that is, those cases in which the following occur:

- P1. A client is disruptive and non-compliant beyond reasonable expectations;
- P2. A client threatens the safety and well-being of any person charged with providing services or assisting the client; and/or
- P3. A client's medical condition or behavior is such that it could lead to or present an immediate threat or danger to the community.

If any of these situations exists, the service provider is to notify the Family Stabilization Specialist at Commonwealth Catholic Charities at 804-545-5948, of the situation and follow through with any guidance or consultation given by that individual.

The Virginia Office of Newcomer Services State Refugee Coordinator must be notified by telephone at the earliest possible determination of case difficulty.

Subsequently, the service provider must forward to the State Refugee Coordinator the following information:

1. Identification of client(s), including name(s), alien number(s) and address
2. Assurance that client's(s)' confidentiality will be maintained
3. Description of the problem and/or incident with brief summary notes that includes events and dates
4. Intervention strategy (ies) that are being used to resolve the problem or incident including utilization of the existing network of service providers (by name), including the family stabilization specialist and other community partners (by name) in its resolution.

Q. SUB-GRANTEE MONITORING: Performance under this agreement shall be a primary consideration for extension of this agreement and may be a consideration in future grant awards and negotiations. The VDSS may monitor and evaluate the sub-grantee's performance under the agreement through analysis of required reports, expenditure statements, site visits, interviews with or surveys of relevant agencies/ organizations and individuals having knowledge of the sub-grantee's services or operations, audit reports, and other mechanisms deemed appropriate by the VDSS. The sub-grantee shall furnish the VDSS on request information regarding payments claimed for services under this contract. All accounting records must be supported by source documentation and retained in order to show for what purpose funds were spent. All such records shall be made available and produced for inspection when required by the VDSS, its authorized agents, and/or Federal personnel. Should an audit by authorized state or federal officials result in disallowance of amounts previously paid to the sub-grantee, the sub-grantee shall reimburse the VDSS upon demand.

R. ATTENDANCE: Directors of agencies/programs having contracts with the Department of Social Services assure that they will participate in regularly scheduled meetings of refugee service providers with the State Refugee Coordinator. Attendance at such meetings will be mandatory. Three excused absences are permitted within a contract period. If allowable absences are exceeded, this will result in the review of the contract and may result in the termination of the contract.

S. FEDERAL AWARD INFORMATION: Sub-recipient of federal awards must be informed of the Catalog of Federal Domestic Assistance (CFDA) number, grant name and number, grant year and federal awarding agency. The information will become part of the contract.

CFDA Number:

Federal Grant Name:

Federal Grant Award Year:

Federal Grant Number:

Federal Grant Awarding Agency:

T. SUPPLANTATION OF FUNDS: The applicant assures that funds made available under this contract will not be used to supplant state or local funds, but will be used to increase the amounts of such funds that would be, in the absence of these funds, made available for *[insert name of program initiative (i.e. child abuse prevention services and activities)]*.

XII. METHOD OF PAYMENT

The contractor shall be paid on a cost reimbursable basis.

Actual expenditures shall be invoiced pursuant to approved line-item budget categories in the Program Budget.

The invoice period shall be monthly. The contractor shall invoice the purchasing agency each month on forms supplied by the purchasing agency and shall submit an expenditure statement/request for funds and financial report showing no services delivered if that is the case in any invoice period. The purchasing agency shall not be obligated to pay for services when the sub-grantee fails to submit monthly expenditure statements/request for funds and a financial report for such services within thirty (30) calendar days after the close of the month in which services were delivered. Expenditure statements/request for funds which are valid and correct shall be processed and paid no later than thirty (30) calendar days after receipt of the expenditure statement/request for funds.

Payments will be made via direct deposit (electronic data interchange – EDI). Upon award, sub-grantees must complete the Vendor Electronic Payment Information Form and the EDI Payment Agreement for Vendors. These can be found at www.doa.virginia.gov/

All invoices submitted by the Contractor must contain the contract number, the FIN number, and then be submitted to:

Virginia Department of Social Services
Office of Newcomer Services
801 East Main Street
Richmond, VA 23219-2901

XIII. Definitions and Terms

Alien: Any person who is not a citizen or a national of the U.S.

Asylum: Protected status given to non-citizens who are in the U.S. or at a border and demonstrate that they qualify under the refugee definition. A person granted asylum is referred to as an "asylee," or more generally as a "refugee."

Economic Self Sufficiency: The ability of a refugee or the refugee's family unit to earn an income that will be self-supporting without any dependence on public cash assistance.

Employment Authorization Document (EAD): An Immigration and Naturalization Service (INS) issued document required for asylees and other immigrants in order for them to be authorized to work in the United States.

Immigrant: An alien who is lawfully granted the privilege of residing permanently in the U.S. (See also Permanent Resident Alien for more details about this term).

Medicaid: A medical assistance program established under Title XIX of the Federal Social Security Act to enable states to provide medical care to public assistance recipients and medically needy persons: i.e. persons of low income who can meet their maintenance

needs but have insufficient income to provide the cost of medical care. The program is financed by state and federal funds.

Non-citizen: Any person who is not a citizen of the U.S., regardless of his/her specific immigration status.

Office of Newcomer Services (ONS): The office within the Department of Social Services responsible for the administration, development, and supervision of the Refugee Resettlement Program in the state of Virginia.

Office of Refugee Resettlement (ORR): The agency within the federal Department of Health and Human Services responsible for refugee resettlement services throughout the United States. It is the source of the 100 percent federal funding to states for the Refugee Medical Assistance (RMA), Refugee Cash Assistance (RCA), Refugee Social Services (RSS), Matching Grant (MG), Targeted Assistance, and Discretionary Grant programs.

Permanent Resident Alien: An alien admitted to the United States as a lawful permanent resident. Permanent residents are also commonly referred to as immigrants; however, the Immigration and Nationality Act (INA) broadly defines an immigrant as any alien in the United States, except one legally admitted under specific nonimmigrant categories (INA section 101(a) (15)). An illegal alien who entered the United States without inspection, for example, would be strictly defined as an immigrant under the INA but is not a permanent resident alien. Lawful permanent residents are legally accorded the privilege of residing permanently in the United States. They may be issued immigrant visas by the Department of State overseas or adjusted to permanent resident status by the Immigration and Naturalization Service in the United States.

Reception and Placement (R&P): The first phase of the resettlement process after a refugee arrives in the United States. Each refugee is assigned to an American private voluntary agency that, working under a cooperative agreement with the Department of State, provides sponsorship and initial resettlement services during the first three months following the refugee's arrival. These services include housing, essential furnishings, food and other basic necessities, clothing, and additional orientation to life in America.

Refugee: A person who is outside his/her country of origin because of a well-founded fear of persecution due to race, religion, nationality, political opinion, or membership in a social group. Eligible participants hold the legal immigration status of a refugee, which is granted before their arrival in the United States.

Refugee Act of 1980 (Public Law 96-212): The legislation that created the refugee resettlement program to provide for the effective resettlement of refugees and to assist them to achieve economic self-sufficiency as quickly as possible after arrival in the United States.

Refugee Cash Assistance (RCA): Special cash assistance for needy refugees who do not qualify for cash assistance under the TANF or Supplemental Security Income (SSI) programs. Refugee individuals or families must meet the income and resource eligibility standards applied to the TANF program. Currently, RCA provides cash payments for a maximum of 8 months. The full cost of the RCA program is paid from federal funds.

Refugee Medical Assistance (RMA): Special medical assistance for needy refugees who do not qualify for Medicaid or FAMIS. Refugees who are eligible for RCA are also eligible for RMA. This assistance is provided in the same manner as Medicaid, but all funds are provided by the federal government. Program eligibility is restricted by a time limitation, which depends on the availability of appropriated funds. Refugees not receiving RCA may

be eligible for RMA if their income is slightly above that required for cash assistance eligibility and if they incur medical expenses which bring their net income down to the Medicaid eligibility level.

Refugee Social Services (RSS): Services provided to refugees in order to assist in general adjustment and especially to promote rapid achievement of self-sufficiency. Priority services include employment counseling, English language training, job placement and vocational training. Other support services include orientation, translation and interpretation, social adjustment counseling, transportation, and day care.

State Refugee Coordinator: The individual designated to be responsible for the administration and coordination of public and private resources in refugee resettlement in the state of Virginia.

Targeted Assistance Program (TAP): An Office of Refugee Resettlement program that funds employment and other services for refugees and entrants who reside in areas of high need. These areas are defined as counties or contiguous county areas where, because of factors such as unusually large refugee or entrant populations, high refugee or entrant concentrations in relation to the overall population, and high use of public assistance, there exists a need for supplementation of other available service resources to help the local refugee or entrant population obtain employment with less than one year's participation in the program.

Temporary Assistance to Needy Families (TANF): A program that provides temporary financial assistance to eligible families with children. The family receives a monthly cash payment to meet their basic needs. To be eligible, a family must be financially needy and must meet certain other requirements.

Virginia Newcomer Information System (VNIS): A computer program/network that captures information (demographic, public assistance benefits, employment activities, support services, and training) on each refugee receiving services through contract service providers. The data collected is used to prepare required federal reports, assist the Office of Newcomer Services in the supervision and monitoring of contractors, and evaluate the effectiveness of the program. In addition, VNIS generates statistics that are requested by legislators, other state agencies, and the public-at-large.

Voluntary Resettlement Agency (VOLAG): One of the ten national non-profit organizations (voluntary agencies) that enter into a cooperative agreement with the Bureau of Population, Refugees, and Migration of the Department of State to provide basic reception and placement services to refugees/entrants. Affiliates of seven of the national VOLAGs resettle refugees in Virginia: Church World Services, Episcopal Migration Ministries, Ethiopian Community Development Council, Hebrew Immigrant Aid Society, International Rescue Committee, Lutheran Immigration and Refugee Service, and the United States Catholic Conference.

VOLAG Affiliate: A local branch of the national voluntary agency that implements the provisions of the cooperative agreement within an established area.

Virginia Refugee Resettlement Program (VRRP): The term used to refer to the overall program of refugee services available in Virginia: cash and medical assistance, social services, TAP, and discretionary grants.



COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

May 29, 2012

Addendum No. 1 to all Offerors:

Request for Proposals: CVS-12-0089
Titled: Virginia Refugee Resettlement Program
Dated: May 25, 2012
Proposals Due: 4:00 pm, June 29, 2012
Pre-proposal Conference: 10:30 am, June 13, 2012

The above is hereby changed to read:

The purpose of this addendum is to correct information relating to the date and time of the mandatory pre-proposal conference:

1. **Reference RFP, Page 29, Section IX:** First Paragraph, first sentence, Delete the words "June 12, 2012 from 1:30 PM to 3:30 PM" and replace with the words "June 13, 2012 from 10:30 AM to 12:30 PM."
2. **Reference RFP, Page 29, Section IX:** Second Paragraph, fourth sentence. Delete the sentence in its entirety and replace with "No one will be admitted after 10:45 AM."

Note: A signed acknowledgment of this addendum must be received by this office attached to your proposal. Signature on the addendum does not substitute for your signature on the original proposal document. The original document must also be signed.

Robert Earley, Contract Officer

Lutheran Social Services of the National Capital Area

Name of Firm

Signature and Title

RIS Director

Date

6/26/2012



COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

June 13, 2012

Addendum No. 2 to all Offerors:

Request for Proposals: CVS-12-089
Titled: Virginia Refugee Resettlement Program
Dated: May 25, 2012
Proposals Due: 4:00 pm, June 29, 2012
Pre-proposal Conference: 10:30 am, June 13, 2012

The above is hereby changed to read:

The purpose of this addendum is to replace the original RFP in its entirety and replace with a revised RFP titled "Virginia Refugee Resettlement Program – Version 2." A list of changes to the RFP is attached.

Note: A signed acknowledgment of this addendum must be received by this office attached to your proposal. Signature on the addendum does not substitute for your signature on the original proposal document. The original document must also be signed.

Robert Earley, Contract Officer

Lutheran Social Services of the National Capital Area
Name of Firm

[Signature]
Signature and Title

Director of Refugee and Immigrant Services

6/26/2012
Date

Changes to Request for Proposals
RFP No. CVS-12-089
June 13, 2012

Page

Correction

Events Page
Attachment E
Attachment F
Attachment H
Attachment J

PM was omitted from time of 12:30 at second bullet
Title should read "Assurances – non construction"
Form is not labeled Attachment F
Full title is "State Corporation Commission" form
Proposal Checklist **Attachment J** has been revised and a new document provided. The previous document should be discarded.

Attachment K

Eliminated

Page 6

Last entry on page should read "on page 15".

Page 11

Website link is incorrect. The correct link is: www.dss.virginia.gov/family/ons

Page 12

In the 5th paragraph there is a misplaced "and" (now deleted)

Page 12

Third paragraph at **C. Core Employment Services (ES)** at **a.** First line should read "Development of an individual employability "plan" (not plans).

Page 13

Last paragraph, first sentence. Verb should be "is" instead of "are"

Page 14

At **E. English Language Training**, second paragraph, the words "and CASAS" should be added. "

"Therefore all refugees' English language level oral and written must be determined utilizing a standardized assessment test identified by the Center for Applied Linguistics (CAL), Virginia Department of Education's (DOE) Office of Adult Education and Literacy, "and CASAS", or a comparable organization. Applicants must use the National Reporting System (NRS) scoring scale for the six literacy levels to describe levels of ESL functions for clients."

Page 16

A paragraph is added at **A2, Performance Standards**, immediately prior to the first table.

"In addition to outcome goals, service providers are held to both employment services and ELT performance standards. The standards represent targets that are deemed by Office of Newcomer Services to be reasonable and achievable."

Page 16

Each of the left hand boxes for employment performance standards has been re-labeled "Outcome Goal"

Page 18

In fourth paragraph there is a misplaced "at."

Page 18

Incorrect website address. Replace with:
www.dss.virginia.gov/form/grants/index.html

Page 19

At **4. Eligibility for Services** "All persons provided services must belong to one of the groups identified in Section II B of this solicitation."

Page 19

Paragraph two under **5. Basis of Funding** has been revised to read as follows:
"Awards of funding will be based on the Review Committee's scoring of the proposal, references, and ONS' previous experience with the respondent agency."

Page 20

At **B. Specific Proposal Instructions**, first paragraph, previous wording is replaced by new wording, as follows:

"Proposals must be thorough, clear and logical so that VDSS Review Committee may properly evaluate and score your proposal in relation the services that will be provided. Applicants are required to submit the following items as a complete proposal in the following order:

The RFP Compliance Cover Sheet (Attachment A) must be the cover page of the submitted proposal. This form must have the original signature (in **BLUE** ink) of the applicant's authorized representative. The applicant is responsible for reviewing the entire RFP to ensure that all requirements of the RFP are complete.

After the Compliance Cover Sheet, all proposals will be submitted in the following order:

1. Proposal Narrative, no more than 20 pages in length, numbered consecutively, and to consist of:
 - a. One page executive summary
 - b. Summary of past accomplishments
 - c. Description of proposed program
 - d. Program Evaluation
2. Proposed Budget
3. Proposed Outcomes
4. Required Attachments

Page 22

At 2. Proposed Budget Attachment labels have been corrected and re-labeled "B1", "B2", and "B3"

Page 23

At 3. Proposed outcomes. The second sentence that pertains to ELT Attachment B has been deleted. The revised section now reads "Applicants must submit proposed outcomes for Employment Services by entering them on Attachment A. Applicants applying for RSS and TAP funds must submit outcomes for each on separate forms."

Page 36

Special Terms and Conditions. Previous **Section F Compensation to the Contractor** has been deleted.

Page 36

Beginning at Page 36, **Special Terms and Conditions**, Previous Section G, Fiscal Administration, has been relabeled as **Section F**. All sections that follow have been re-labeled one letter forward in the alphabet, consecutively, **Sections G through T**.

Page 39

To **Section O, Communication Protocol**, additional wording has been added, as follows:

"Responsiveness to ONS

Contractors are expected to be reachable by phone and e-mail during normal business hours and are expected to respond to ONS e-mails and phone messages in a timely fashion – replying within one business day is considered reasonable. Failure to reply in a timely manner may result in sanctions and/or corrective actions. When directors are away from their office for extended periods, they must contact the State Refugee Coordinator and indicate a primary agency contact during their absence."

Page 41

XII. Method of Payment The previous copy has been replaced with new wording as indicated in the document.



COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

June 19, 2012

Addendum No. 3 to all Offerors:

Request for Proposals: CVS-12-089
 Titled: Virginia Refugee Resettlement Program
 Dated: May 25, 2012
 Proposals Due: 4:00 pm, June 29, 2012
 Pre-proposal Conference: 10:30 am, June 13, 2012

The above is hereby changed to read:

See attached Changes to RFP

Note: A signed acknowledgment of this addendum must be received by this office attached to your proposal. Signature on the addendum does not substitute for your signature on the original proposal document. The original document must also be signed.

Robert Earley, Contract Officer

Lutheran Social Services of the National Capital Area
 Name of Firm

[Signature] RIS Director
 Signature and Title

6/26/2012
 Date

**Changes to Request for Proposals
RFP No. CVS-12-089**

1. **Reference Attachment J:** Attachment J has been revised and is now included in the revised version of the RFP. Previous version of Attachment J is deleted.
2. **Reference Page 23, 4. Required Attachments, (1-14):** The entire list has been revised and renumbered to include all items to be submitted and to reflect Attachment J, Proposal Checklist. The revisions have been inserted into the revised version of the RFP.
3. **Page 16 A2. Performance Standards, Heading at number 5:** Reference Heading at Number 5, "Full-time Jobs with Health Benefits" Wording is replaced with "Number of all Job Placements in Which the Employee is Employed at any Job on the 90th Day."
4. **Page 16 A.2. Performance Standards, Number 5:** Reference Lower left hand box. Replace the words "within (6) months" with "after 90 days."
5. **Page 17, 6. B. Performance Standard:** Replace the words "75% of all refugees..." with "50 % of all refugees..."
6. **Page 20 B. Specific Proposal Instructions:** Reference 1.a Proposal Narrative. Delete the words "One page executive summary" in their entirety and replace with "An unnumbered one page Executive Summary. The one page Executive Summary will precede the Program Narrative and will not count as the first page of the Proposal Narrative."
7. **Page 39, Special Terms and Conditions, N. Business Hours and Accessibility for Clients:** Reference fourth sentence. Change sentence to read, "With the exception of secure entry systems, such as those that use buzzers, main office doors accessible to the general public are not to be locked during normal business hours."

Attachment I

Mandatory Pre-Proposal Conference
June 13, 2012
Virginia Department of Social Services
801 East Main Street
Richmond, VA 23219

A mandatory pre-proposal conference will be held on June 13 from 10:30 AM to 12:30 PM at The Virginia Department of Social Services in Richmond, VA. The purpose of this conference is to allow potential applicants an opportunity to present questions and obtain clarification relative to any facet of this solicitation.

Due to the importance of all applicants having a clear understanding of the specifications/scope of work and requirements of this solicitation, attendance at this conference will be a prerequisite for submitting a proposal. **Proposals will be accepted only from those applicants who are represented at this pre-proposal conference.** Attendance at the conference will be evidenced by the representative's signature on the attendance roster. No one will be admitted after 1:45.

Please fill in the information below and e-mail it to brent.sutton@dss.virginia.gov by June 6, 2012.

Agency: Lutheran Social Services of the National Capital Area

Email: sym@lssnca.org

Phone: 703-698-5026 Ext. 127

Address: 7401 Leesburg Pike, Falls Church, VA 22043

List all who will attend:

Name: Dr. Mamadou Sy, RIS Program Director

Name: Nizama Tikvinia, Employment Manager

Name: _____

Name: _____

ATTACHMENT J Revised

Proposal Checklist

Description	Included	Not Included
Compliance Cover Sheet (Signed) (Page 5)	√	
Completed Application Checklist (Attachment J, this page)	√	
One page unnumbered Executive Summary	√	
Description of Proposed Project (Narrative – 20 Page Maximum)	√	
Proposed Employment Outcome Goals (Attachment A)	√	
Budget Forms (Attachments B1, B2, B3)	√	
Budget Narrative attached to Budget	√	
Fiscal Letter from Agency Head	√	
Organizational Chart	√	
Job Descriptions	√	
Description of Volunteer Responsibilities	√	
List of Current Board Members (non-profit applicants only)	√	
Letters of Support and Interagency Agreements	√	
Copy of Confidentiality Policy	√	
Program Assurances (Attachment C) signed	√	
Signed Assurance, Non-construction Programs (Attachment D) signed	√	
Certification Regarding Lobbying, Debarment, and Drug free Workplace (Attachment E)	√	
W-9 Form (Attachment F)	√	
FFATA Sub-Recipient Data Form (Attachment G)	√	
State Corporation Form (Attachment H) signed	√	
501 c3 Certification from the IRS (non-profit applicants only)	√	
Copy of most recent Audit	√	
One complete copy of the RFP (pages 1-43) (Attached to Original Only)	√	
Copies of Addenda	√	
Pre-Proposal Conference Form (Attachment I)	√	